## Table of Contents

## 3.7 Processing a Re-determination

**Gender:** When referring to the Client, she/herself was used throughout Volume 4, SSM for simplicity. However, both genders, male and female, may receive benefits.

### 3.7.1 Workgroup Responsibilities

The following workgroups are responsible for processing the listed programs for a valid re-determination.

| Role | Responsibility |
|---|---|
| Workgroup 2: Eligibility Specialist<br><br>Eligibility Associate<br><br>Workgroup 12:Eligibility Specialist<br>With Adult Skill Set | • Eligibility Specialists process re-determinations and requests for additional programs for TANF, Food Stamps, Medicaid (including Hoosier Healthwise, Family, Aged and Disabled), and gather information and documentation sufficient for State Eligibility Consultants to make a decision regarding the applicant's eligibility.<br>• Eligibility Associates process re-determinations for Hoosier Healthwise, including Medicaid for Pregnant Women, and requests to add Hoosier Healthwise only to other active cases.<br>• Eligibility Specialists process re-determinations for all Waiver cases and Nursing Home (Aged/Disabled) Medicaid, gathering information and documentation sufficient for State Eligibility Consultants to make a decision regarding the applicant's eligibility. |
| Workgroup Skill Levels | • Re-determination tasks are queued to workgroup subscribers with the appropriate skill set for the most complex program type.<br>• An Adult Medicaid Eligibility Specialist can process all programs associated with an aged or disabled Medicaid re-determination, including Food Stamps, etc.<br>• An Eligibility Specialist with a TANF skill set can process TANF, FS, Family Medicaid (including Hoosier Healthwise) but not Adult (aged and disabled) Medicaid re-determinations.<br>• An Eligibility Associate can process Hoosier Healthwise re-determinations, adding a Hoosier Healthwise program to an already active case. |
| Workgroup 4: Adult Related Eligibility Specialist | Eligibility Specialists process asset/trust reviews that are referred during the re-determination process, gathering information and documentation sufficient for workgroup 2 to proceed, or the State Eligibility Consultant to determine eligibility. |
| Workgroup 9: Eligibility Specialist | Eligibility Specialists process re-determinations for State-funded programs and Refugee Assistance, gather information, and documentation sufficient for State Eligibility Consultants to make a decision regarding the Client's continued eligibility. |

| Role | Responsibility |
|---|---|
| Workgroup 11: Eligibility Specialist | Eligibility Specialists process Second Party Reviews on all adult Medicaid relating to institutional coverage sufficient for State Eligibility Consultants to determine eligibility. |
| Workgroup 12: Adult Related Eligibility Specialist | An Adult Medicaid Eligibility Specialist can process all programs associated with an aged or disabled Medicaid re-determination, including Food Stamps, etc, if the case includes Medicaid for a Nursing Home resident or Waiver Recipient. |

### 3.7.2 Overview

The Processing a Re-determination Work Instructions describe the handling of the re-determinations for all programs, including Food Stamps, TANF, and Medicaid for Workgroups 2 and 12. The term re-determination is routinely used to describe the process to distinguish a re-determination work task from an application work task.

A re-determination occurs at predetermined intervals for all programs and may include Client requests to add additional programs to their active cases. Other workgroups may also be involved in the process when appropriate, such as Second Party Review, Asset/Trust Review, or Benefit Recovery. These instructions outline the steps needed to involve other workgroups, when necessary.

Re-determinations received after a designated monthly cutoff date (Calendar), or after the case has moved to closed status, are processed as re-applications with specific timelines (Late Re-determination Policy) rather than re-determinations. These late re-determinations are processed using Processing an Application work instructions (Refer to Section 3.5, Processing an Application WI <insert hyperlink>).

### 3.7.3 Processing a Re-determination

Every category of assistance must undergo a re-determination of eligibility at predefined intervals, such as once every 12 months for most Medicaid categories, and once every 6 months for TANF. When a case is due for re-determination, a letter will be sent by ICES scheduling a phone interview to be held within a two-hour time block. (Refer to Section 4.10, Scheduling Instructions and Rules Table <insert hyperlink>)

The Eligibility Specialist will attempt to contact the Client during the scheduled time frame to conduct the data-gathering portion of the interview. The Eligibility Specialist will also prepare the pending letter during that phone call and send it to the Client, along with a case summary sheet, for all cases that do not contain Food Stamps.

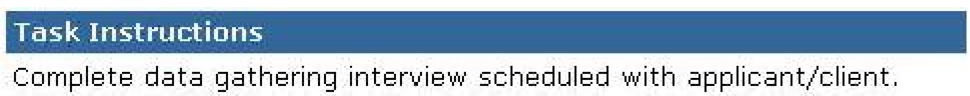
At the conclusion of the data collection on cases involving Food Stamps, the Client will be transferred to a State Eligibility Consultant for the certification portion of the interview. (Refer to Section 4.20, Call Transfer Procedures – Service Center to FSSA Phone Interview Queue <insert hyperlink>.) The State Eligibility Consultant will complete the pending letter and send it, along with a case summary sheet.

An in-office interview is available at the Client's request. It will also be required in cases when the Client does not have a phone or contact number. In both instances, the appointment notice will give a date and time for the Client to present at the nearest help center for the re-determination interview.

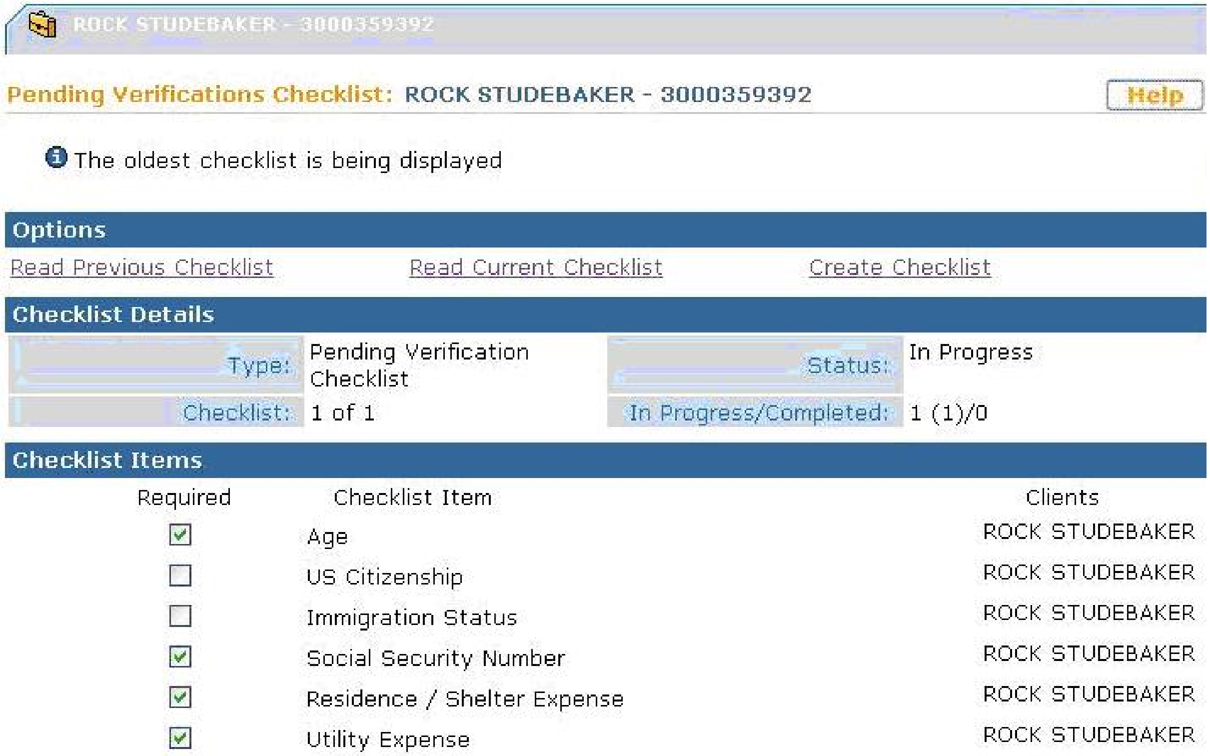
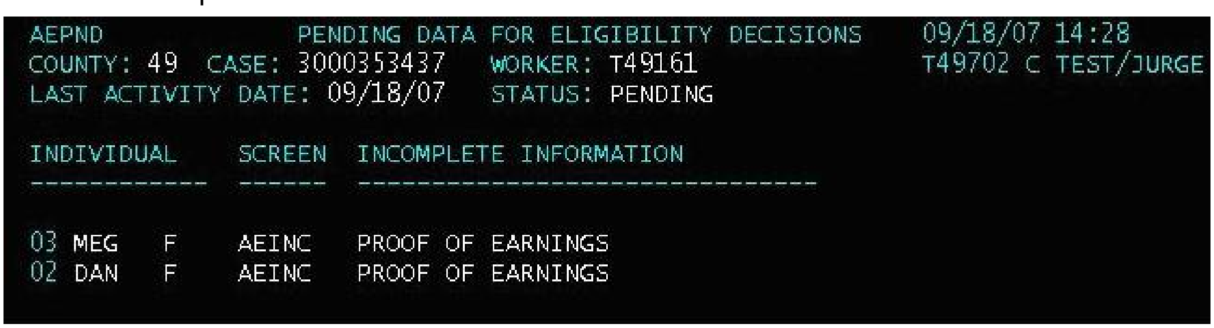
If a Client fails to sign and return the summary, along with all other required pended verification, the re-determination is considered incomplete. The Data Collection Checklist will be marked with an override, sending the case to the State for disposition.

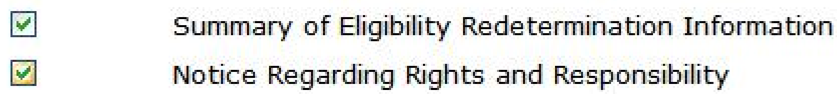
***Note:*** *Cases that contain Hoosier Healthwise only are not scheduled for a data gathering phone interview. Refer to* Section 3.7.6, Hoosier Healthwise Re-determination <insert hyperlink>

### 3.7.3.1 Re-determination Data Gathering Interview

| Step | Re-determination Data Gathering Interview |
|---|---|
| 1. | From the User Home page, under the My Tasks heading, click the *Phone Interview Scheduled* task ID.<br><br>The WFMS displays the Task Home page. |
| 2. | Review the Task Subject and Task Instructions.<br> |
| 3. | Click *Case Reference* page link displayed under the Supporting Information heading.<br><br>The WFMS displays the Case Home page. |
| 4. | From the Case Home page, find the Client's phone number.<br><br>**Note**: If the task resides in the Office Phone Interview Queue (viewable under Task Assigment link in the Left Navigation bar of the task home page), the client is to be called at the DFR/FSSA office /Help Center in their county. (<insert hyperlink to directory of Help Center Numbers>) |
| 5. | ✓ Attempt to call the Client. (Refer to Section 4.9, Protocol for Outbound Calls <insert hyperlink>)<br>✓ If the Client cannot be reached by phone, see Section 3.7.3.3, Unable to Contact Client for Data Gathering Interview <insert hyperlink>. |

| Step | Re-determination Data Gathering Interview |
|---|---|
| 6. | Identify yourself as calling on behalf of the Indiana Family and Social Services Administration and confirm you are speaking with the client/authorized representative before proceeding with the data gathering interview.<br>If the Redetermination includes a Food Stamps AG, provide the following information to the applicant: Before we proceed with this call, I need to advise you that you are required to provide complete and correct information to the best of your knowledge, and failure to do so may lead to penalties for intentionally giving false information or failing to report information. This will be explained in further detail during the second part of your interview with the State worker. So as we collect information for your eligibility determination, please remember to always give accurate and complete information.<br><br>Once the Client is on the phone, initiate the Re-determination driver flow (AEORE) in the system of record, ICES, on a separate screen.<br> <br>✓ To add additional household members to the case, see Section 3.7.4, Add Individual(s) on a Re-determination Form <insert hyperlink>.<br>✓ To add additional programs to a case, see Section 3.7.5, Add a Program to a Re-determination <insert hyperlink> |
| 7. | Proceed through the driver flow in ICES, updating appropriate information/expiring old data (per policy). |
| 8. | It a standard practice for all staff to attempt collateral contacts when available and allowed by policy in an effort to avoid pending for the information whenever possible. Determine if collateral contact information is available and, if allowed by policy, attempt to contact collateral sources prior to pending the Client for the information.<br>In the WFMS, click *Pending Verification Checklist* in the left Navigation bar.<br> <br>The WFMS displays the Pending Verification Checklist. |

<table>
<tr><th>Step</th><th>Re-determination Data Gathering Interview</th></tr>
<tr><td>9.</td><td>During the interview, note items that will need verified by checking them off on the pending list in the WFMS.<br>

ROCK STUDEBAKER - 3000359392<br>
Pending Verifications Checklist: ROCK STUDEBAKER - 3000359392 Help<br>
The oldest checklist is being displayed<br>
Options<br>
Read Previous Checklist | Read Current Checklist | Create Checklist<br>
Checklist Details<br>
Type: Pending Verification Checklist | Status: In Progress<br>
Checklist: 1 of 1 | In Progress/Completed: 1 (1)/0<br>
Checklist Items<br>
Required | Checklist Item | Clients<br>
☑ | Age | ROCK STUDEBAKER<br>
☐ | US Citizenship | ROCK STUDEBAKER<br>
☐ | Immigration Status | ROCK STUDEBAKER<br>
☑ | Social Security Number | ROCK STUDEBAKER<br>
☑ | Residence / Shelter Expense | ROCK STUDEBAKER<br>
☑ | Utility Expense | ROCK STUDEBAKER</td></tr>
<tr><td>10.</td><td>When the need for additional forms is discovered, click Save on the checklist. Complete the required form in the WFMS following Sending Notices work instructions (Refer to Section 3.11.4, Sending Notices <insert hyperlink>).<br>
Repeat as needed.</td></tr>
<tr><td>11.</td><td>Return to the pending verification checklist and proceed with the interview.</td></tr>
<tr><td>12.</td><td>At the conclusion of the driver flow, review AEPND to assess pending verifications that are needed to complete the case.<br>

AEPND PENDING DATA FOR ELIGIBILITY DECISIONS 09/18/07 14:28<br>
COUNTY: 49 CASE: 3000353437 WORKER: T49161 T49702 C TEST/JURGE<br>
LAST ACTIVITY DATE: 09/18/07 STATUS: PENDING<br>
INDIVIDUAL SCREEN INCOMPLETE INFORMATION<br>
------------ ------ --------------------------------<br>
03 MEG F AEINC PROOF OF EARNINGS<br>
02 DAN F AEINC PROOF OF EARNINGS</td></tr>
<tr><td>13.</td><td>Compare the items listed on this screen to the items marked on the pending verification checklist in the WFMS and update the checklist as needed.</td></tr>
</table>

| Step | Re-determination Data Gathering Interview |
|---|---|
| 14. | Mark the bottom of the Pending Verification Checklist to include the Case Summary Sheet and the Rights and Responsibilities.<br> |
| 15. | Explain to the Client that she will be receiving a summary which must be signed and returned, along with any verifications listed on the pending letter they receive. Explain to the Client that:<br>a) The summary will include data from what they have stated during the interview.<br>b) The amounts showing on the summary will be total gross amounts of income and resources that must be considered in determining their eligibility. (For example, all resources are combined into one total, including bank accounts, automobile equity values, etc.)<br>c) Suggest the Client write this information down to alleviate confusion when the summary arrives for review and signature. |
| 16. | **Note:** Data broker not available for pilot; skip to next step.<br>Click *Initiate Data Broker* on the Case Home page.<br><br>✓ Reconcile results from Data Broker with information already known in the system, noting discrepancies, and reviewing discrepancies with the Client as needed.<br>✓ If the system displays an “Incomplete Data Broker Results” message, it may take up to 36 hours for those results to be returned. Continue processing the case. A Delayed Data Broker Results task will be created when those are available.<br>✓ Determine if any of the items from the Data Broker match need added to the pending checklist. |
| 17. | Any changes discovered during the re-determination that result in possible over/underpayment of benefits need to be identified. Complete a Benefit Recovery Referral. Refer to Section 3.10, Process Benefit Recovery <insert hyperlink>. |
| 18. | If a spouse has moved into a nursing home and the other spouse is still in the community, an Asset/Trust review request must be completed to determine if the Clients are still eligible for Medicaid. Refer to Section 3.7.9.1, Asset/Trust Review Required <insert hyperlink>. |
| 19. | If this is a case containing Food Stamps, proceed to Section 3.7.3.2, Joint Data Gathering Interview with the State <insert hyperlink>.<br>Otherwise, in the WFMS, click *Save* on the Pending Verification Checklist. |

| Step | Re-determination Data Gathering Interview |
|---|---|
| 20. | From the Case Home in the WFMS, click *Correspondence* from the left Navigation bar.<br><br><br>The Correspondence page displays. |
| 21. | Follow Sending Notices work instructions, create the pending letter, which will pre-populate from the saved Pending Verification Checklist. (Refer to Section 3.11.4, Sending Notices <insert hyperlink>),<br>**Note:** If no items are noted during the interview, the only items marked on the pending verification checklist will be the Summary of Eligibility and the Rights and Responsibilities, which the Client must review, sign, and return. The Rights and Responsibilities must be attached by clicking on the *Add Additional Correspondence* Link on the Create Correspondence Details page.<br><br> |
| 22. | In ICES, enter CSODA in NEXT TRAN with no PARMS.<br>✓ Screen CSODA will display a list of daily appointments. Locate the correct case, and place an “X” is the “seen (S) field”. This step will allow the client to be logged into the appointment queue.<br>✓ Enter CSOUU in NEXT TRAN (with no PARMS), to display the list of Clients logged in to the appointment queue. Enter current ICES login ID (V#) next to the current client being interviewed. This entry will be removed from list and transferred to the worker’s list.<br>✓ Enter CSOWL in NEXT TRAN (no PARMS) and hit enter to display the worker list. After completing the interview, enter “Y” in the “SN” (seen indicator) on the correct client appointment to mark the interview as completed<br>✓ If Client does not complete the phone interview, proceed to Step 4 of Section 3.7.3.3, Unable to Contact Client for Data Gathering Interview <insert hyperlink>. |

<table>
<tr><th>Step</th><th>Re-determination Data Gathering Interview</th></tr>
<tr><td>23.</td><td>

Press **PF4** in ICES to enter case notes into CLRC. Document all actions taken on the case, including any discussion held with the Client while on the phone.

Refer to Section 4.4, Documentation Guidelines <insert hyperlink>.

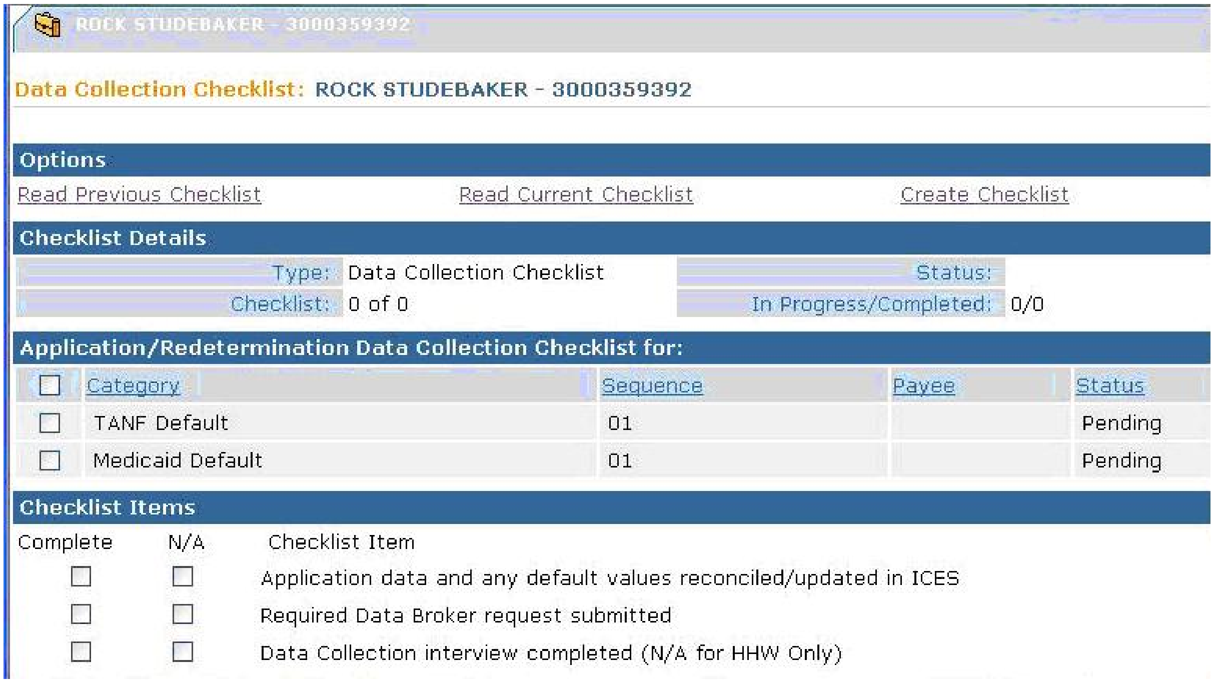
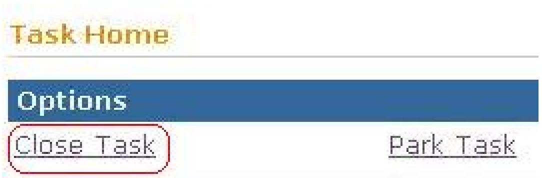

**Note:** If you are no longer in the case in ICES, access CLRC by entering the Case Number in the PARMS.


</td></tr>
<tr><td>24.</td><td>

Click *Data Collection Checklist* in the WFMS left Navigation bar.


The WFMS displays the Data Collection Checklist.

</td></tr>
</table>

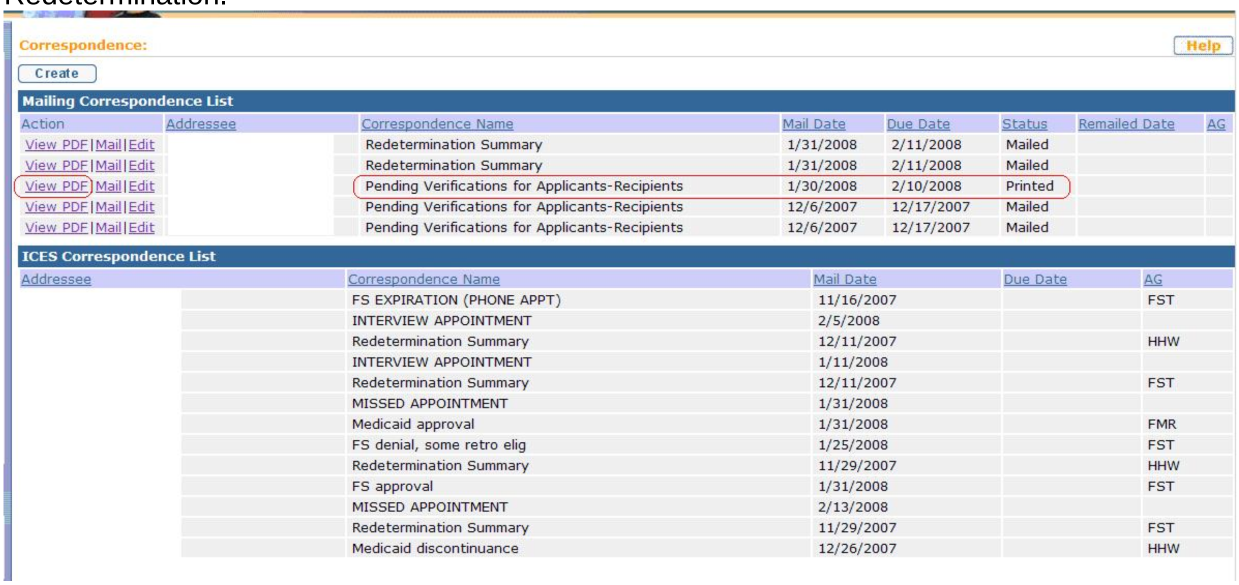
<table>
<tr><th>Step</th><th>Re-determination Data Gathering Interview</th></tr>
<tr><td>25.</td><td>Review the Data Collection Checklist, marking items as appropriate.<br><br>Note: This checklist will never be complete at the end of the interview. The client must always sign and return the Summary and Rights and Responsibilities before the case is complete.<br>
</td></tr>
<tr><td>26.</td><td>Click Home in the upper right corner.<br>
<br>The WFMS displays the User Home page.</td></tr>
<tr><td>27.</td><td>Click the Phone Interview Scheduled task. The WFMS displays the Task Home page.</td></tr>
<tr><td>28.</td><td>Under the Options cluster, click Close Task.<br>
</td></tr>
</table>

### 3.7.3.2 Joint Data Gathering Interview with the State

When the case involves food stamps, the phone interview will be a joint process. The Eligibility Specialist will initiate the phone call to the Client during the designated time block. At the end of the data gathering portion, the call will be transferred to a State Eligibility Consultant to complete the certification portion. (Refer to 4.20 Call Transfer Procedures – Service Center to FSSA Phone Interview Queue <insert hyperlink>.)

***Note:*** *This process begins at Step 31 of* Section 3.7.3.1, Re-determination Data Gathering Interview <insert hyperlink>.

| Step | Joint Data Gathering Interview with the State |
|---|---|
| 1. | In the WFMS, review the Pending Verification Checklist for accuracy. As currently designed, the checklist displayed to the ES / ESA will contain items checked from previously completed Pending Verification checklist. These need to be reviewed carefully to make sure that the correct boxes are checked and that any previously checked boxes, if not applicable to this redetermination case action, are unchecked.<br><br>Determine if a Redetermination Summary is required. To do so, review the Correspondence list to determine if it contains a mailed Redetermination Summary for the current pending Redetermination. |



Correspondence:

Help

Create

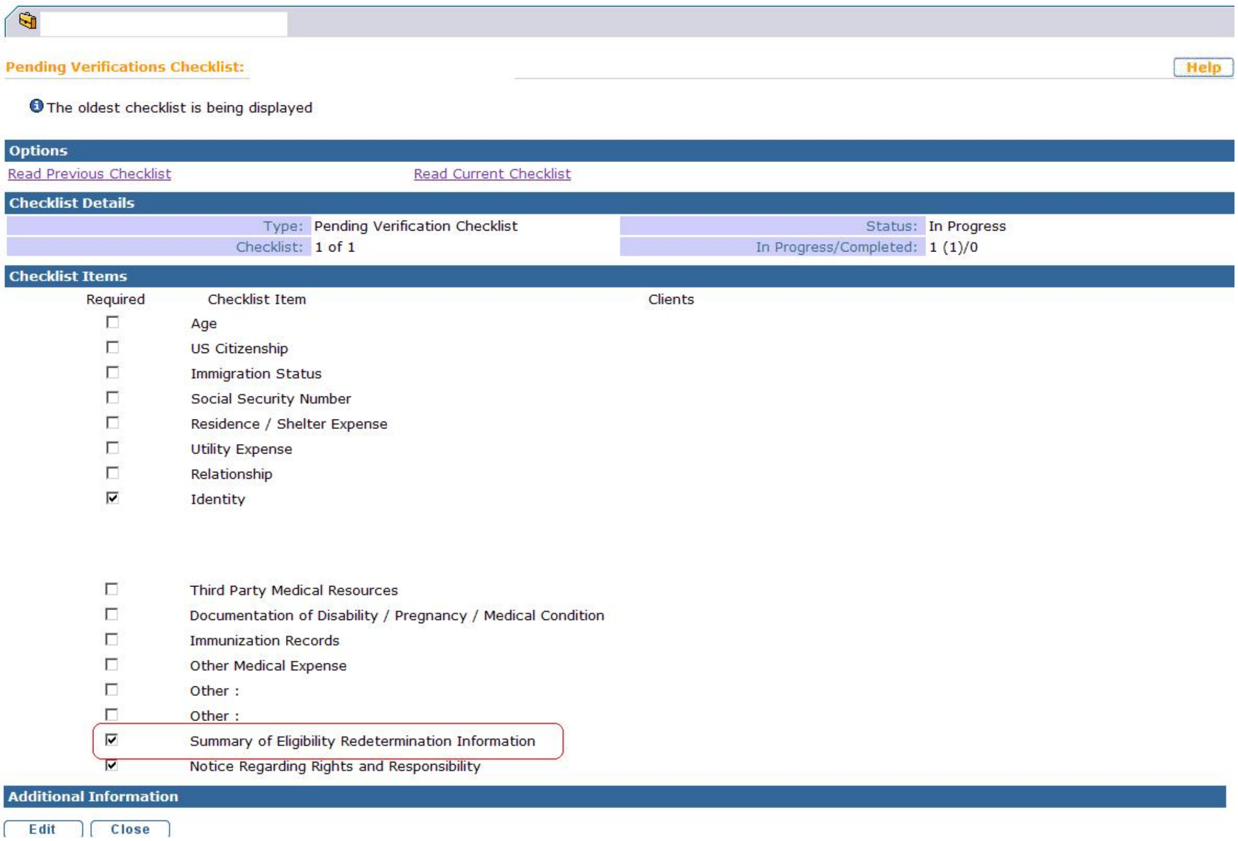
Mailing Correspondence List

| Action | Addressee | Correspondence Name | Mail Date | Due Date | Status | Remailed Date | AG |
|---|---|---|---|---|---|---|---|
| View PDF \| Mail \| Edit | | Redetermination Summary | 1/31/2008 | 2/11/2008 | Mailed | | |
| View PDF \| Mail \| Edit | | Redetermination Summary | 1/31/2008 | 2/11/2008 | Mailed | | |
| View PDF \| Mail \| Edit | | Pending Verifications for Applicants-Recipients | 1/30/2008 | 2/10/2008 | Printed | | |
| View PDF \| Mail \| Edit | | Pending Verifications for Applicants-Recipients | 12/6/2007 | 12/17/2007 | Mailed | | |
| View PDF \| Mail \| Edit | | Pending Verifications for Applicants-Recipients | 12/6/2007 | 12/17/2007 | Mailed | | |

ICES Correspondence List

| Addressee | Correspondence Name | Mail Date | Due Date | AG |
|---|---|---|---|---|
| | FS EXPIRATION (PHONE APPT) | 11/16/2007 | | FST |
| | INTERVIEW APPOINTMENT | 2/5/2008 | | |
| | Redetermination Summary | 12/11/2007 | | HHW |
| | INTERVIEW APPOINTMENT | 1/11/2008 | | |
| | Redetermination Summary | 12/11/2007 | | FST |
| | MISSED APPOINTMENT | 1/31/2008 | | |
| | Medicaid approval | 1/31/2008 | | FMR |
| | FS denial, some retro elig | 1/25/2008 | | FST |
| | Redetermination Summary | 11/29/2007 | | HHW |
| | FS approval | 1/31/2008 | | FST |
| | MISSED APPOINTMENT | 2/13/2008 | | |
| | Redetermination Summary | 11/29/2007 | | FST |
| | Medicaid discontinuance | 12/26/2007 | | HHW |

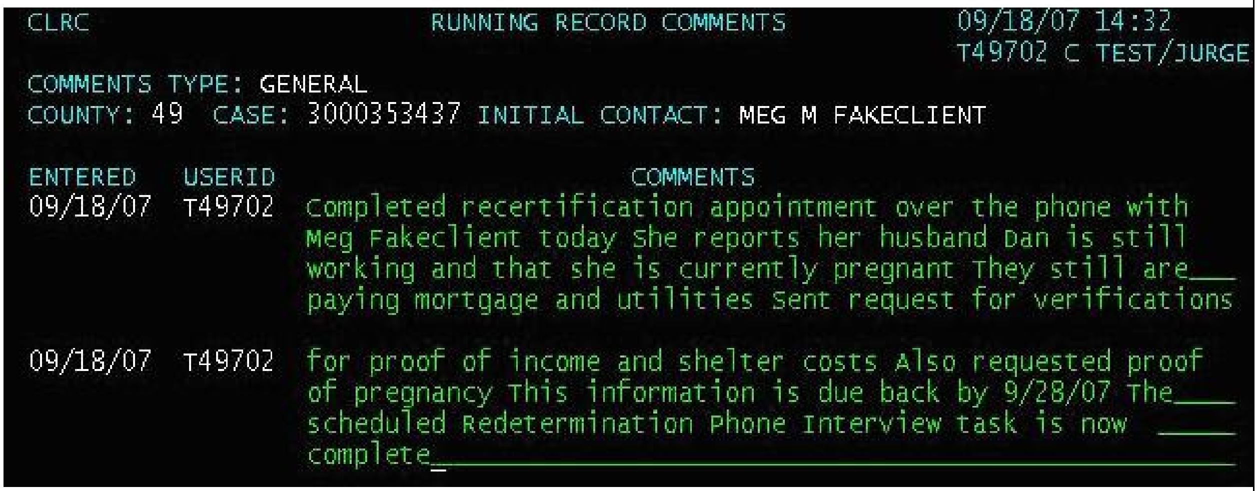
Click on View PDF for Pending Verification for Applicants-Recipients with a Mail Date on or after current pending Redetermination action, and view both pages of the Pending Verification form; the Redetermination Summary is at the bottom of page 2.

<table>
<tr><th>Step</th><th>Joint Data Gathering Interview with the State</th></tr>
<tr><td>2.</td><td>If a mailed Redetermination Summary for the current pending Redetermination is listed, the check on the checklist for that item must be cleared (unchecked) before saving the checklist.<br>

<br>
Then click to Close the Pending Verification checklist; do not submit the checklist for mailing. The SEC submits the checklist for mailing when the State portion of the redetermination interview is completed.</td></tr>
</table>

<table>
<tr><th>Step</th><th>Joint Data Gathering Interview with the State</th></tr>
<tr><td>3.</td><td>

Press **PF4** in ICES to enter case notes into CLRC. Document all actions taken on the case, including any discussion held with the Client while on the phone.

Refer to Section 4.4, Documentation Guidelines <insert hyperlink>.



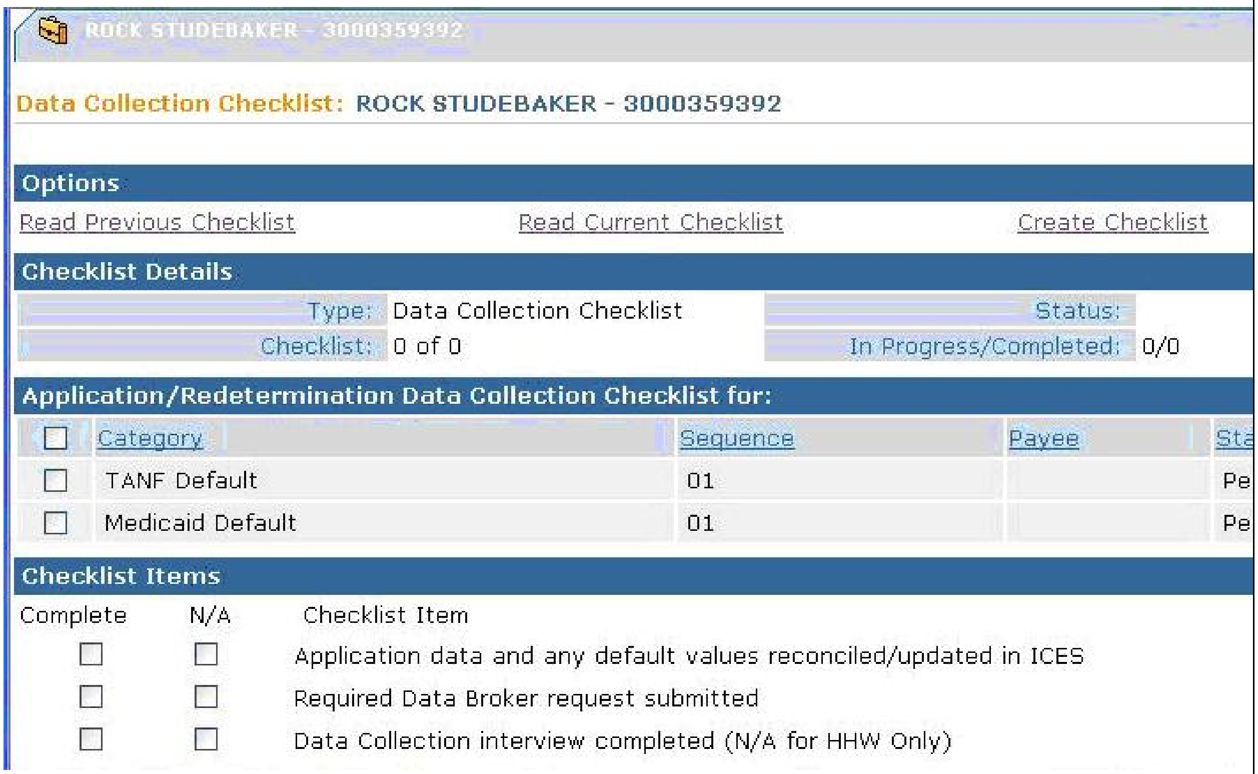

**Note:** If you are no longer in the case in ICES, access CLRC by entering the Case Number in the PARMS.

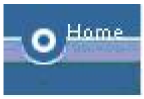

</td></tr>
<tr><td>4.</td><td>

Click *Data Collection Checklist* in the WFMS left Navigation bar.


The WFMS displays the Data Collection Checklist.

</td></tr>
</table>

| Step | Joint Data Gathering Interview with the State |
|---|---|
| 5. | Review the Data Collection Checklist, marking items as appropriate.<br> |
| 6. | Create a Phone Interview Pending task. Refer to Section 3.11.1, Creating, Parking, Forwarding, Getting and Opening Tasks <insert hyperlink>. |
| 7. | Ask the Client to hold while you transfer the call to the next available State Eligibility Consultant. Refer to Section 4.20 Call Transfer Procedures – Service Center to FSSA Phone Interview Queue <insert hyperlink> for transfer procedures. See special note below.<br><br>**Note:**<br>Effective 2/1/08, when completing the Data Gathering portion of a "no phone" local office FS redetermination (scheduled as "03's" in the Local Help Centers and State Offices where the Eligibility Specialist calls the client in the local office), *please inform the client that they will need to speak to a State Eligibility Consultant in that office to complete the data collection part of the process.*<br><br>These types of "no phone in local office" data collection interviews will not be a warm transfer handed off to the Service Center SEC's, but instead the SEC interview will be done locally when the client is already in the office.<br><br>This will be tested from 2/1/08 until 2/19/08 and evaluated. Beginning 2/20/08 these types of interviews will again be warm transferred to the Service Center SEC's until further notice. |

| Step | Joint Data Gathering Interview with the State |
|---|---|
| 8. | Click *Home* in the upper right corner.<br><br><br>The WFMS displays the User Home page. |
| 9. | Click the *Phone Interview Scheduled* task.<br>The WFMS displays the Task Home page. |
| 10. | Under the Options cluster, click *Close Task*.<br><br><br>**Note:** The SEC will complete the phone interview with the Client and will be responsible for sending the Pending Verification for Applicants/Recipients notice, along with the Case Summary sheet and any additional documents, to the Client. |

### 3.7.3.3 Unable to Contact Client for Data Gathering Interview

The Client is sent a letter advising her of the requirement to complete a phone interview. This notice tells the Client the date to expect the call, as well as a block of time when the contact will be made. The WFMS will present a Phone Interview Scheduled work task.

***Note:*** *This process begins at Step 6 of Section 3.7.3.1, Re-determination Data Gathering Interview <insert hyperlink>.*

| Step | Unable to Contact the Client for a Data Gathering Interview |
|---|---|
| 1. | The Client cannot be reached by phone because:<br>✓ No Answer<br>✓ Line Busy<br>✓ Phone Disconnected<br>✓ Answering Machine<br>✓ Other<br>**Note:** (Refer to Section 4.9, Protocol for Outbound Calls <insert hyperlink>) |
| 2. | Park the work task. |

| Step | Unable to Contact the Client for a Data Gathering Interview |
|---|---|
| 3. | From the Task Home, under the Options cluster, click *Park Task*.<br><br>The WFMS displays the Park Task page. |
| 4. | The deadline is pre-filled and pre-defined as two business days from the current date.<br> |
| 5. | Enter the reason for parking the task in the Comments box.<br> |
| 6. | Click *Save*.<br>The WFMS will change the status of the task to Parked and refreshes the User Home page with the next task. |
| 7. | Return to the parked task within the 2 hours appointment block of time. Access the parked task from the user home page by clicking the task name under My Tasks heading. |
| 8. | Attempt Client contact at least 2 times, at least 10 minutes apart, within the designated time block, noting the time of each attempt, as well as the number called. |
| 9. | If the Client is reached, return to Step 6 of Section 3.7.3.1, Re-determination Data Gathering Interview <insert hyperlink>. |

<table>
<tr><th>Step</th><th>Unable to Contact the Client for a Data Gathering Interview</th></tr>
<tr><td>10.</td><td>
If the call attempt is unsuccessful, or the Client ends the phone call prematurely, go to CLRC (case notes) in ICES and document all actions taken and missed appointment information (how many attempts were made, what number was called, and time/outcome of final attempt).


To access CLRC while in the case, press **PF4**. After entering notes, press **Enter** and return to the same screen.

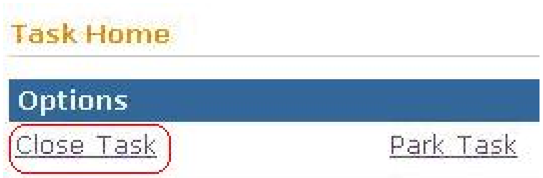
If not, enter NEXT TRAN: CLRC and PARMS: Case # (i.e. 1030712345)

</td></tr>
<tr><td>11.</td><td>If case contains any category of HHW, proceed to Section 3.7.3.4, No Show Redetermination Containing HHW Category.</td></tr>
<tr><td>12.</td><td>
Pull up the Data Collection Checklist and check the override option, failure to complete interview, which generates a task to the State for review.


**Note:** If the case is food stamps only, there is no need to send to the State. Proceed to Step 12.
</td></tr>
<tr><td>13.</td><td>
Click *Home* in the upper right corner.


The WFMS displays the User Home page.
</td></tr>
<tr><td>14.</td><td>
Click the *Phone Interview Scheduled* task with a Parked Status.

The WFMS displays the Task Home page.
</td></tr>
<tr><td>15.</td><td>
Under the Options cluster, click *Close Task*.



</td></tr>
</table>

### 3.7.3.4 No Show for Redetermination Containing HHW Category

The Client is sent a letter advising her of the requirement to complete a phone interview. This notice tells the Client the date to expect the call, as well as a block of time when the contact will be made. When two attempts to contact the client are unsuccessful, the case is sent to the State for review of eligibility. However, HHW categories require a follow up contact. The following steps outline the process to make this follow-up contact.

***Note:*** *This process begins at Step 11 of Section 3.7.3.3, Re-determination Data Gathering Interview <insert hyperlink>.*

<table>
<tr><th>Step</th><th>Unable to Contact the Client for a Data Gathering Interview</th></tr>
<tr><td>1.</td><td>

From the Case Home page, click *Pending Verification Checklist* in the left Navigation bar.


The WFMS displays the Pending Verification Checklist.

</td></tr>
<tr><td>2.</td><td>

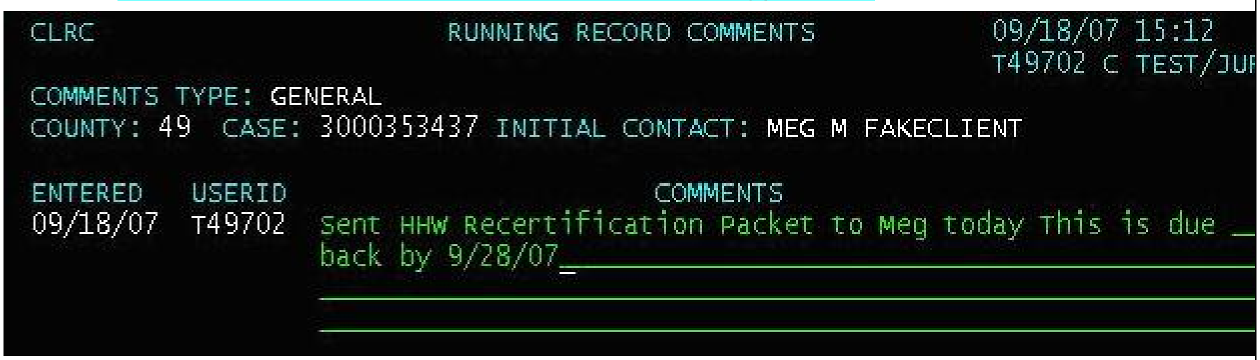
Select the predefined areas for a HHW re-determination.


This list includes:

- ✓ Unearned Income
- ✓ Earned Income
- ✓ Dependent Care Expense
- ✓ Support Payments
- ✓ Third Party Medical Resources
- ✓ Other: HHW Re-determination Form (Refer to the As-Is Manual <insert hyperlink>)

***Note:*** *DO NOT mark Summary of Eligibility Re-determination for HHW only cases.*

</td></tr>
</table>

| Step | Unable to Contact the Client for a Data Gathering Interview |
|---|---|
| 3. | Click *Save* to save the pending verification form. |
| 4. | From the Case Home in the WFMS, click *Correspondence* from the left Navigation bar.<br>The Correspondence page displays.<br> |
| 5. | Following Sending Notices work instructions (Refer to Section 3.11.4, Sending Notices <insert hyperlink>), create a pending letter, which will pre-populate from the saved Pending Verification Checklist.<br>**Note:** The packet must include the HHW re-determination form from the file server, via "Attach Additional Correspondence" option in Correspondence. |
| 6. | Press **PF4** in ICES to enter case notes into CLRC. Document all actions taken on the case.<br>Refer to Section 4.4, Documentation Guidelines <insert hyperlink>.<br><br>**Note:** If you are no longer in the case in ICES, access CLRC by entering the Case Number in the PARMS.<br> |
| 7. | Click *Home* in the upper right corner.<br><br>The WFMS displays the User Home page. |

### 3.7.4 Add Individual(s) on a Re-determination Form

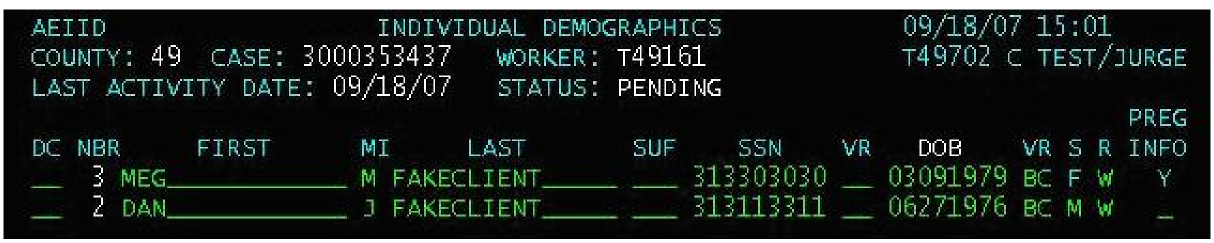
During a data gathering phone call, the Client reports a new household member, or a review of the re-determination summary form shows that the Client has added member(s) to the existing case. This may also occur when two active households move in together, or a member leaves one active household and joins another. The new household member may be: an additional person in the home wanting no benefits; wish to be added to the existing household benefits; or be requesting new benefits for themselves. Another example is a member who, due to relationship to others in the household, is a mandatory member and should be added to an existing case.

***Note:*** *A fiat or auxiliary may be needed to add the individual to existing benefits for current or retroactive months, if ICES is not correctly calculating benefits for those months.*

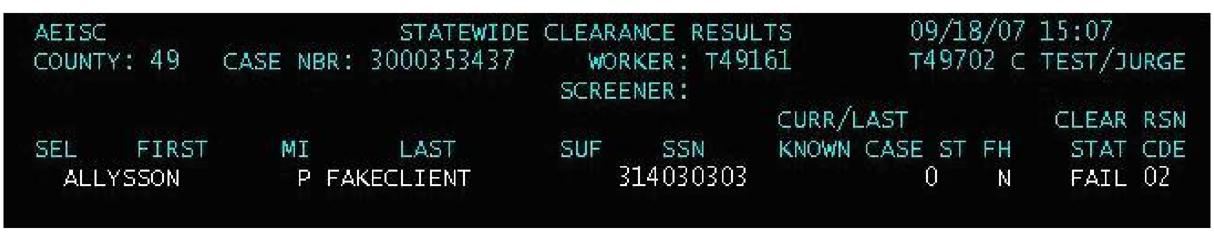
***Note:*** *This process begins at Step 7 of* Section 3.7.3.1, Re-determination Data Gathering Interview <insert hyperlink>.

### 3.7.4.1 Add Individual(s) with an Existing Open Case

<table>
<tr><th>Step</th><th>Add Individual(s) with an Existing Open Case</th></tr>
<tr><td>1.</td><td>Perform a search to determine whether the new household member already exists in ICES. (Refer to Section 3.11.3, Search Instructions <insert hyperlink>)</td></tr>
<tr><td>2.</td><td>After finding a match to an active case in ICES, reference Processing Changes in the Maintain a Case work instructions (Refer to Section 3.6, Maintaining a Case (insert hyperlink>) to review and process the change to the other active case, removing case members as appropriate.<br><br>Note: The same worker should perform functions to both cases and NOT create a work task for another group.</td></tr>
<tr><td>3.</td><td>Add the new member(s) to the current case on AEIID, proceeding through file clearance.



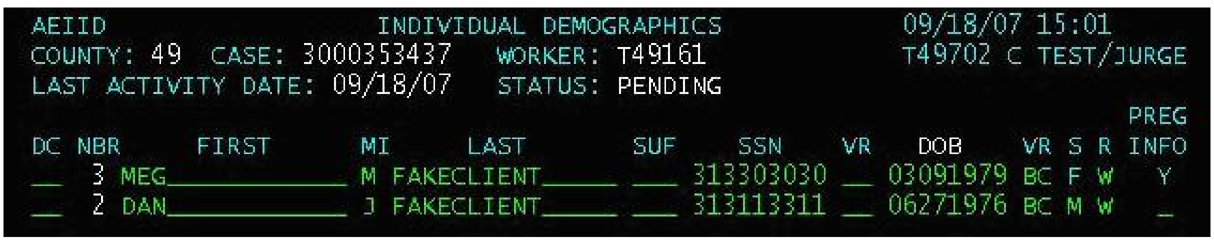
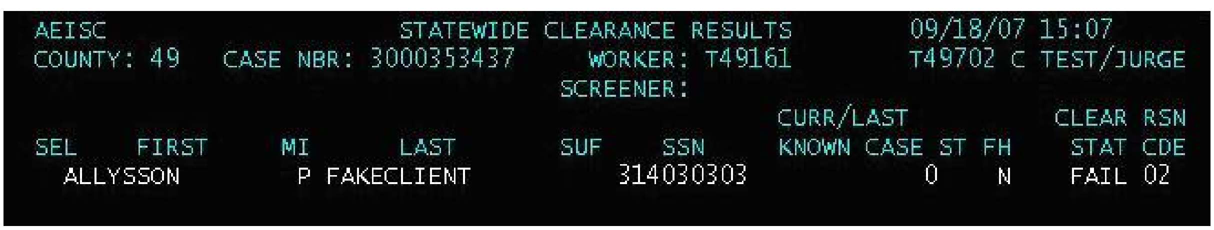
</td></tr>
<tr><td>4.</td><td>Complete screen AEISL – Statewide Clearance List. For an exact match, place an “X” in the select column and press Enter.</td></tr>
<tr><td>5.</td><td>The next individual added on AEIID will display on AEISL and the same process is repeated until all new individuals have been cleared.</td></tr>
<tr><td>6.</td><td>Review screen AEISC – Statewide Clearance Results.




If an individual fails File Clearance, refer to File Clearance Failure Reason Codes by entering: NEXT TRAN: RFDI and PARMS: TSCF</td></tr>
</table>

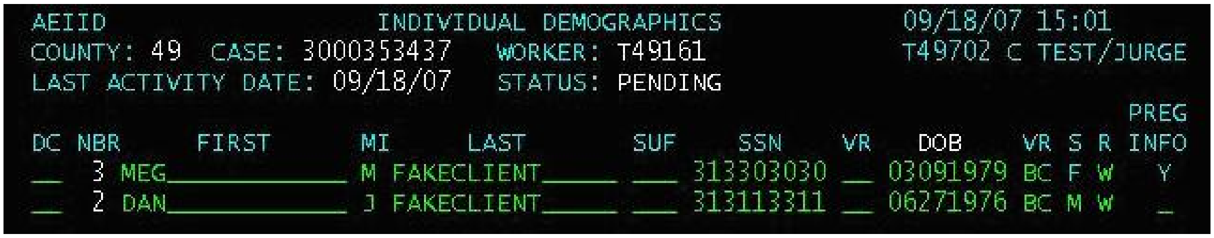
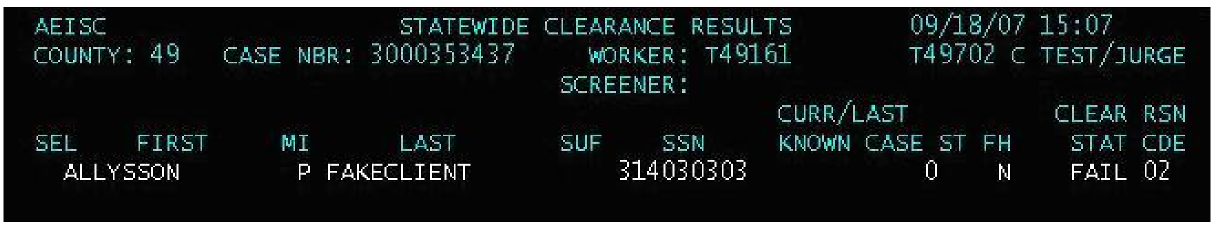
| Step | Add Individual(s) with an Existing Open Case |
|---|---|
| 7. | Continue to process the original associated re-determination at Step 8 of Section 3.7.3.1, Re-determination Data Gathering Interview <insert hyperlink> |

### 3.7.4.2 Add Individual(s) with an Inactive Case

| Step | Add Individual(s) with an Inactive Case |
|---|---|
| 1. | Perform a search to determine whether the new household member already exists in ICES. (Refer to Section 3.11.3, Search Instructions <insert hyperlink>) |
| 2. | Find a match for the additional person in an Inactive ICES case. |
| 3. | Reconcile the household member details from the old case to the case associated with the current re-determination.<br>✓ Review/compare SSN and DOB information<br>✓ Review/compare other known data, such as income/resource information |
| 4. | Add the new member(s) to the case on AEIID, proceeding through file clearance.<br><br> |
| 5. | Complete screen AEISL – Statewide Clearance List. For an exact match, place an “X” in the select column and press **Enter**. |
| 6. | The next individual added on AEIID will display on AEISL and the same process is repeated until all new individuals have been cleared. |
| 7. | Review screen AEISC – Statewide Clearance Results.<br><br><br>If an individual fails File Clearance, refer to File Clearance Failure Reason Codes by entering: NEXT TRAN: RFDI and PARMS: TSCF |
| 8. | Continue to process the original associated re-determination at Step 8 of Section 3.7.3.1, Re-determination Data Gathering Interview <insert hyperlink>. |

### 3.7.4.3 Add Individual(s) with No ICES History

| Step | Add Individual(s) with no ICES History |
|---|---|
| 1. | Perform a search to determine whether the new household member already exists in ICES. (Refer to Section 3.11.3, Search Instructions <insert hyperlink>) |

<table>
<tr><th>Step</th><th>Add Individual(s) with no ICES History</th></tr>
<tr><td>2.</td><td>Find no match to the person’s name or Social Security number.</td></tr>
<tr><td>3.</td><td>Add the new member(s) to the case on AEIID, proceeding through file clearance.<br><br></td></tr>
<tr><td>4.</td><td>Complete screen AEISL – Statewide Clearance List. There should be no EXACT matches if you have already searched and found no history. Press Enter.</td></tr>
<tr><td>5.</td><td>The next individual added on AEIID will display and the same process is repeated until all new individuals have been cleared.</td></tr>
<tr><td>6.</td><td>Review screen AEISC – Statewide Clearance Results.<br><br><br>If an individual fails File Clearance, refer to File Clearance Failure Reason Codes by entering: NEXT TRAN: RFDI and PARMS: TSCF</td></tr>
<tr><td>7.</td><td>Continue to process the original associated re-determination at Step 8 of Section 3.7.3.1, Re-determination Data Gathering Interview <insert hyperlink>.</td></tr>
</table>

## 3.7.5 Add a Program to a Re-determination

### 3.7.5.1 Add One or More Programs to a Re-determination

Clients may request additional programs at any time. While talking with a Client during the data gathering interview, a Client requests to add one or more programs to their case. Take the following steps.

***Note:*** *This occurs at step 8 of* Section 3.7.3.1, Re-determination Data Gathering Interview <insert hyperlink>.

| Step | Request to Add a Program |
|---|---|
| 1. | While speaking with the Client, they request additional programs. |
| 2. | Review the program type(s) being requested. |

| Step | Request to Add a Program |
|---|---|
| 3. | Follow policy guidelines regarding application requirements (Refer to Indiana Program Policy Manual – IPPM <insert hyperlink>) and offer the Client the following options:<br>✓ Complete self-screening from the website; OR<br>✓ Take the Client through the screening process while on the phone; OR<br>✓ Offer the online application option, followed by mailed/faxed signature page; OR<br>✓ Offer to mail the Client an application. |
| 4. | If Food Stamps, determine if the Client is potentially eligible for expedited processing. If yes:<br>✓ Schedule an appointment (Refer to Section 4.10, Scheduling Instructions and Rules Table <insert hyperlink>) for the same or next business day (or later if the Client is not available or declines the first interview, which must be documented in case notes), and<br>✓ Using the Workflow Management System, send an appointment notice, along with an application. |
| 5. | Continue processing the re-determination at Step 9 of Section 3.7.3.1, Re-determination Data Gathering Interview <insert hyperlink>. |

## 3.7.6 Hoosier Healthwise Re-determination

The re-determinations for Hoosier Healthwise (HHW) will be done by mail. ICES keeps a list of all cases which are due for re-determination in any given month. An EA will obtain the list and mail an initial contact letter prior to the re-determination packet to each case address. The packet will include a Cover Letter, a HHW Re-determination form, and a 2032 with standard information selected. The 2032 will track the timely/untimely return of the packet.

When the documents are returned, a Hoosier Healthwise Re-determination Received task will be placed in the queue for an EA in WG 2. If the packet is not returned, the case will be sent to the State for review of eligibility, marking the checklist override “failure to provide required verifications”.

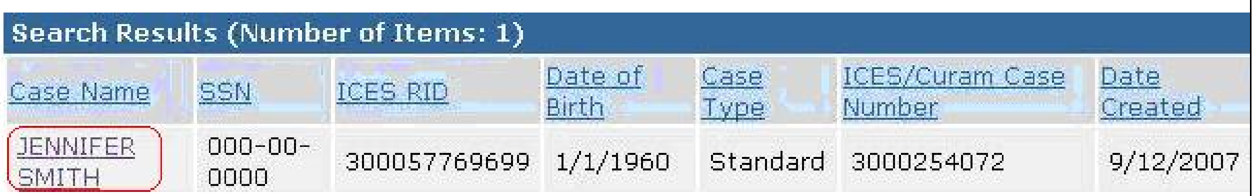
Refer to HHW Table From AS-IS MANUAL <insert hyperlink>.

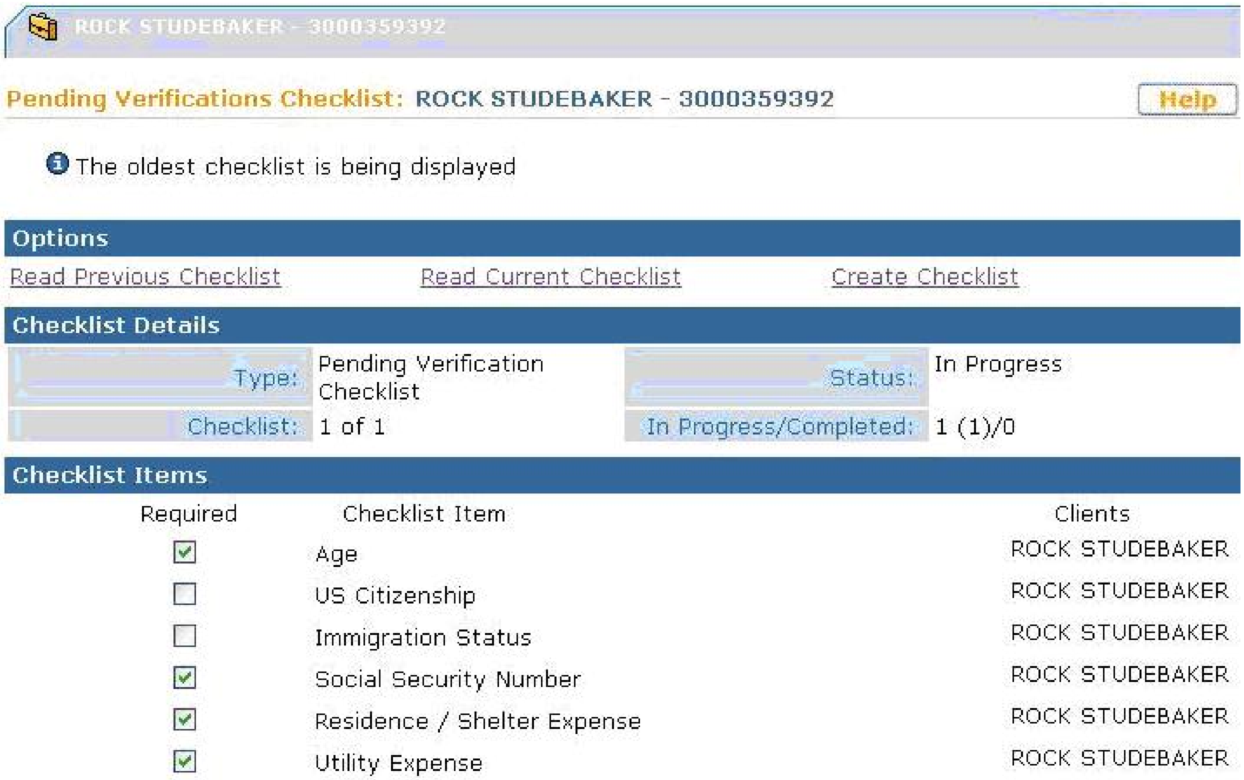
### 3.7.6.1 Initiate a HHW Re-determination Initial Contact Letter

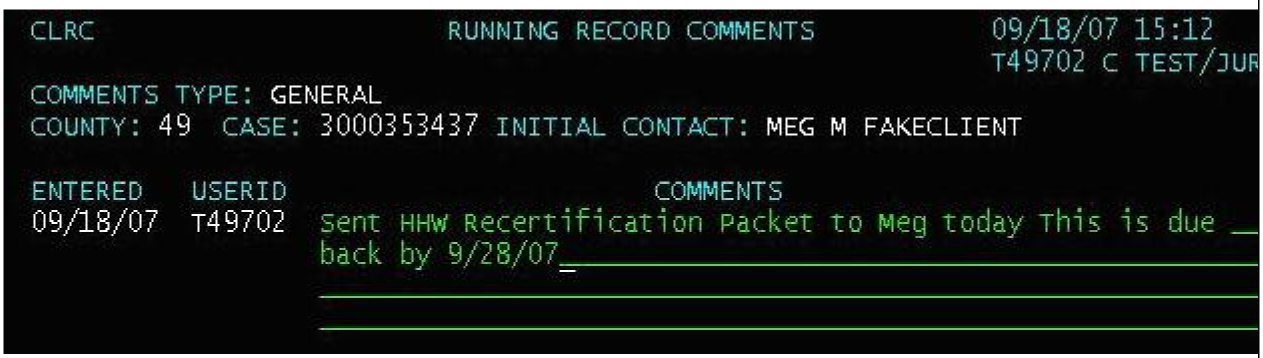
<table>
<tr><th>Step</th><th>Initiate a HHW Re-determination Initial Contact Letter</th></tr>
<tr><td>1.</td><td>Access the list of HHW re-determinations due in the following month.</td></tr>
<tr><td>2.</td><td>In the WFMS, search for the case using the Case Number supplied on the list using Search work instructions (Refer to Section 3.11.3, Search Instructions <insert hyperlink>)</td></tr>
<tr><td>3.</td><td>Click the link of the correct Case Number.
<table>
<tr><th colspan="7">Search Results (Number of Items: 1)</th></tr>
<tr><th>Case Name</th><th>SSN</th><th>ICES RID</th><th>Date of Birth</th><th>Case Type</th><th>ICES/Curam Case Number</th><th>Date Created</th></tr>
<tr><td>JENNIFER SMITH</td><td>000-00-0000</td><td>300057769699</td><td>1/1/1960</td><td>Standard</td><td>3000254072</td><td>9/12/2007</td></tr>
</table>
The WFMS displays the Case Home page.</td></tr>
</table>

<table>
<tr><th>Step</th><th>Initiate a HHW Re-determination Initial Contact Letter</th></tr>
<tr><td>4.</td><td>Following Send Notice work instructions (Refer to Section 3.11.4, Sending Notices <insert hyperlink>), generate the HHW Postcard on a Blank Template informing the Client that their case is due for review. The notice tells them to expect a packet in the mail in the near future.</td></tr>
<tr><td>5.</td><td>Access CLRC in ICES:<br>
<br>Enter case notes that the first contact letter was mailed to the Client on this date.</td></tr>
<tr><td>6.</td><td>Repeat steps 1-5 until the entire list has been worked.</td></tr>
</table>

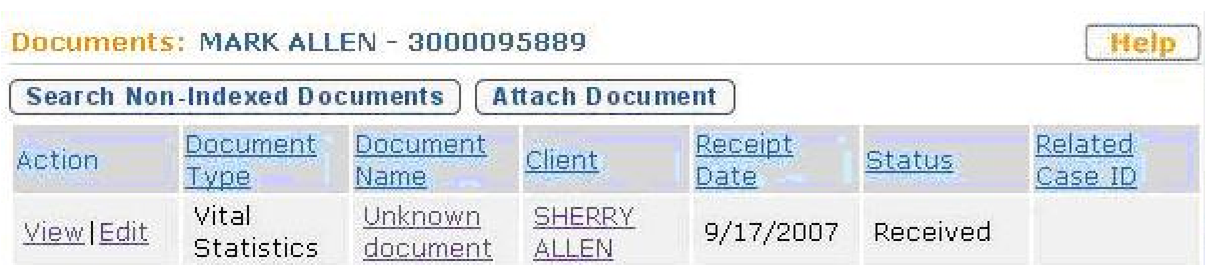
### 3.7.6.2 Initiate a HHW Re-determination Packet

<table>
<tr><th>Step</th><th>Initiate a HHW Re-determination Packet</th></tr>
<tr><td>1.</td><td>Access the list of HHW re-determinations due in the following month.</td></tr>
<tr><td>2.</td><td>In the WFMS, search for the case using the Case Number supplied on the list using Search work instructions (Refer to Section 3.11.3, Search Instructions <insert hyperlink>).</td></tr>
<tr><td>3.</td><td>Click the link of the correct Case Number.<br>
<table>
<tr><th colspan="7">Search Results (Number of Items: 1)</th></tr>
<tr><th>Case Name</th><th>SSN</th><th>ICES RID</th><th>Date of Birth</th><th>Case Type</th><th>ICES/Curam Case Number</th><th>Date Created</th></tr>
<tr><td>JENNIFER SMITH</td><td>000-00-0000</td><td>300057769699</td><td>1/1/1960</td><td>Standard</td><td>3000254072</td><td>9/12/2007</td></tr>
</table>
The WFMS displays the Case Home page.</td></tr>
<tr><td>4.</td><td>From the Case Home page, click Pending Verification Checklist in the left Navigation bar.<br>
<br>The WFMS displays the Pending Verification Checklist.</td></tr>
<tr><td>5.</td><td>Select the predefined areas for a HHW re-determination.</td></tr>
</table>

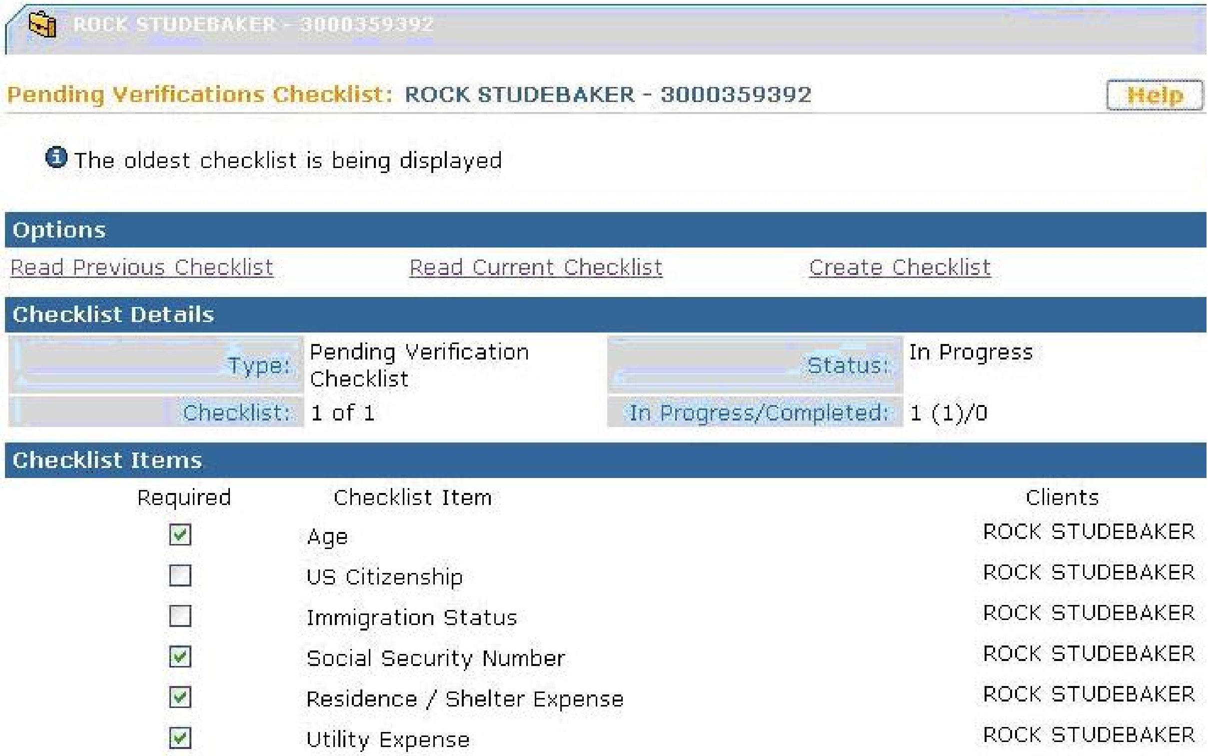
| Step | Initiate a HHW Re-determination Packet |
|---|---|
| | <br>This list includes:<br>✓ Unearned Income<br>✓ Earned Income<br>✓ Dependent Care Expense<br>✓ Support Payments<br>✓ Third Party Medical Resources<br>✓ Other: HHW Re-determination Form (Refer to the As-Is Manual <insert hyperlink>)<br>***Note:*** *DO NOT mark Summary of Eligibility Re-determination for HHW only cases.* |
| 6. | Click *Save* to save the pending verification form. |
| 7. | From the Case Home in the WFMS, click *Correspondence* from the left Navigation bar.<br>The Correspondence page displays.<br> |

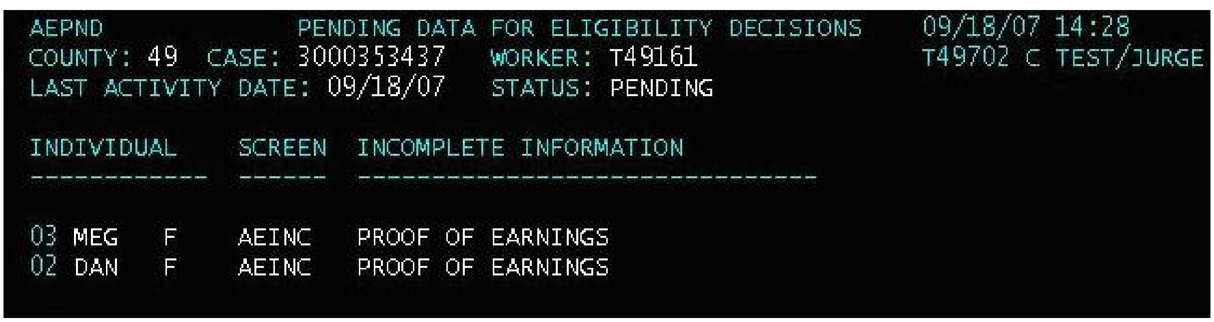
<table>
<tr><th>Step</th><th>Initiate a HHW Re-determination Packet</th></tr>
<tr><td>8.</td><td>Following Sending Notices work instructions (Refer to Section 3.11.4, Sending Notices <insert hyperlink>); create a pending letter, which will pre-populate from the saved Pending Verification Checklist.<br><br>Note: The packet must include the HHW re-determination form from the file server, via “Attach Additional Correspondence” option in Correspondence.</td></tr>
<tr><td>9.</td><td>Press PF4 in ICES to enter case notes into CLRC. Document all actions taken on the case.<br><br>Refer to Section 4.4, Documentation Guidelines <insert hyperlink>.<br><br>
<br><br>Note: If you are no longer in the case in ICES, access CLRC by entering the Case Number in the PARMS.<br><br>
</td></tr>
<tr><td>10.</td><td>Repeat Steps 1-9 until the entire list of cases due for re-determination has been worked.</td></tr>
</table>

### 3.7.6.3 Process a Hoosier Healthwise Re-determination

<table>
<tr><th>Step</th><th>Process a Hoosier Healthwise Re-determination</th></tr>
<tr><td>1.</td><td>From the User Home page, click the Hoosier Healthwise Re-determination Received task.<br>The WFMS displays the Task Home page.</td></tr>
<tr><td>2.</td><td>View the Task Instructions.<br><br><br>Review case notes and complete processing of re-determination, which includes completing Application Entry process in ICES, and requesting necessary verifications.</td></tr>
<tr><td>3.</td><td>Click Case Home page link displayed under the Supporting Information heading.<br><br><br>The WFMS displays the Case Home page.</td></tr>
<tr><td>4.</td><td>Click Documents from the left Navigation bar.<br><br><br>The WFMS displays the Documents page.</td></tr>
<tr><td>5.</td><td>Click View next to the first supporting document received with the re-determination packet.<br>The WFMS displays the View Document Details page.<br>✓ Each supporting document will be listed as in Step 6.<br>✓ If no supporting documents are included with the application, skip to Step 8.</td></tr>
<tr><td>6.</td><td>Under the Details heading, click the View link to access an image of the document.<br><br>Documents: MARK ALLEN - 3000095889 Help<br>Search Non-Indexed Documents | Attach Document<br>
<table>
<tr><th>Action</th><th>Document Type</th><th>Document Name</th><th>Client</th><th>Receipt Date</th><th>Status</th><th>Related Case ID</th></tr>
<tr><td>View | Edit</td><td>Vital Statistics</td><td>Unknown document</td><td>SHERRY ALLEN</td><td>9/17/2007</td><td>Received</td><td></td></tr>
</table>
An image of the document will open in a separate window.</td></tr>
</table>

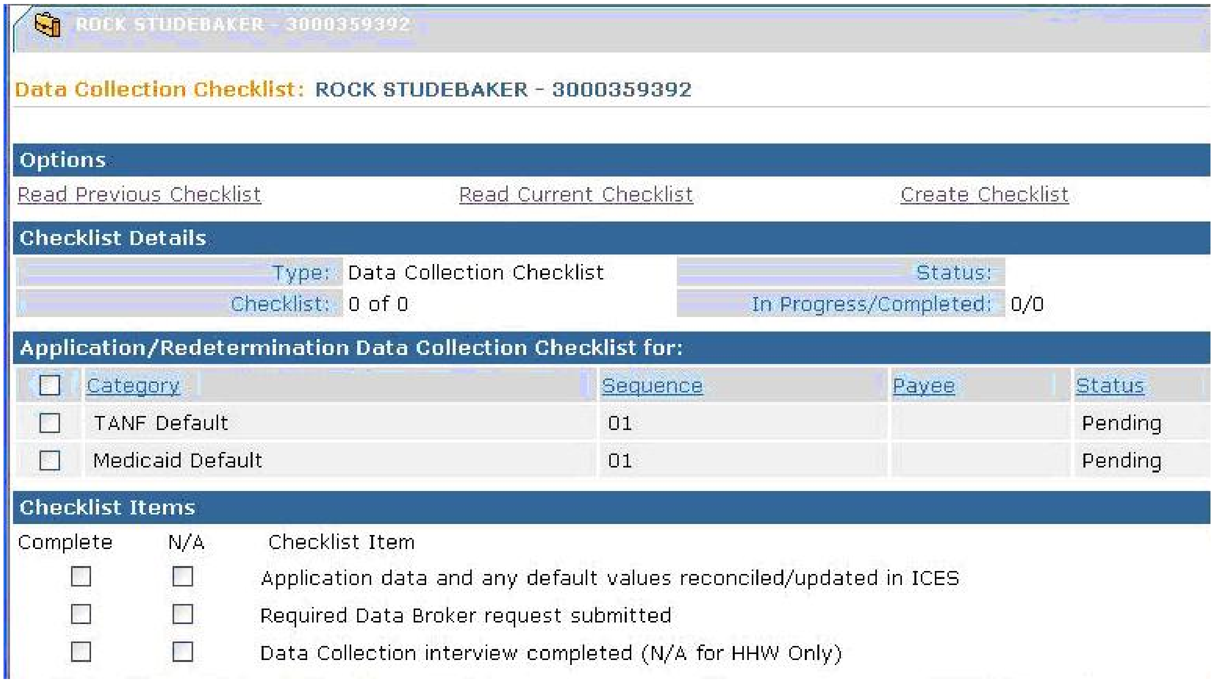
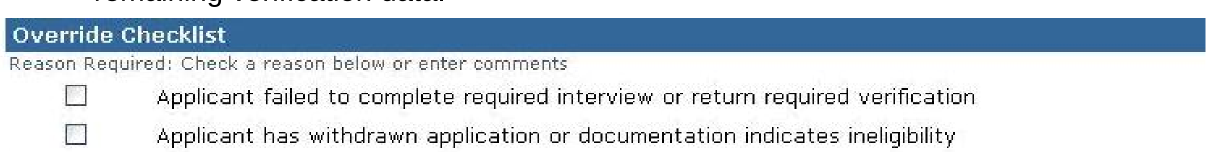
| Step | Process a Hoosier Healthwise Re-determination |
| --- | --- |
| 7. | View the submitted HHW recertification documents. This includes but it not limited to:<br>✓ The recertification form (verify and update the address and household members as appropriate - AEICI, AEIHH)<br>✓ Income Verification (pay stubs, employer statements, and/or tax documents - AEIEI, AEINC, AEISE, AEFUI)<br>✓ Insurance Information (Insurance cards, coverage documents - AEFMC)<br>✓ Support (stubs, dockets, statements from the absent parent - AEFUI)<br>✓ Child care information (receipts, statements from provider - AEFDE) |
| 8. | Review each document for correct document type and name, updating as needed referencing the Document Matrix (Refer to Section 4.3, Documents and Document Types <insert hyperlink>). |
| 9. | Check to be sure documents have been indexed to the correct case. (Refer to Section 3.11.2, Document Management <insert hyperlink>) |
| 10. | Initiate the Re-determination driver (AEORE) in ICES in a separate screen.<br>✓ To add additional household members to the case, see Section 3.7.4, Add Individual(s) on a Re-determination From <insert hyperlink>.<br>✓ To add additional programs to a case, see Section 3.7.5, Add a Program to a Re-determination <insert hyperlink>. |
| 11. | In the WFMS, click *Pending Verification Checklist* in the left Navigation bar.<br><br>The WFMS displays the Pending Verification Checklist. |
| 12. | Proceed through the driver flow in ICES, updating appropriate information/expiring old data (per policy). |

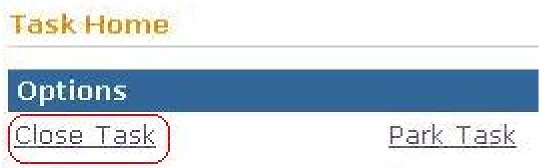
<table>
<tr><th>Step</th><th>Process a Hoosier Healthwise Re-determination</th></tr>
<tr><td>13.</td><td>Note items that will need verified by checking them off on the pending list in the WFMS.


Note: When the need for additional forms is discovered, complete these in the WFMS by calling up another window. (Refer to Section 3.11.4, Sending Notices <insert hyperlink>)</td></tr>
<tr><td>14.</td><td>At the conclusion of the driver flow, review AEPND to assess pending verifications that are needed to complete the case.


Compare the items listed to the items marked on the pending verification checklist and update the checklist as needed.</td></tr>
<tr><td>15.</td><td>Review the Pending Verifications for Applicants/Recipients list to make sure that all information needed is listed on the notice.<br><br>Note: If the Client returned all necessary verification with the packet, no 2032 will be needed. Skip to step 17.</td></tr>
<tr><td>16.</td><td>Follow Sending Notices work instructions (Refer to Section 3.11.4, Sending Notices <insert hyperlink>) to send any required forms, including the pending letter, to the Client.</td></tr>
</table>

| Step | Process a Hoosier Healthwise Re-determination |
|---|---|
| 17. | Press **PF4** in ICES to enter case notes into CLRC. Document all actions taken on the case, including any changes noted from the review.<br>Refer to Section 4.4, Documentation Guidelines <insert hyperlink>.<br><br>**Note:** If you are no longer in the case in ICES, access CLRC by entering the Case Number in the PARMS.<br> |
| 18. | Click *Data Collection Checklist* in the WFMS left Navigation bar.<br><br>The WFMS displays the Data Collection Checklist. |

| Step | Process a Hoosier Healthwise Re-determination |
|---|---|
| 19. | Review the Data Collection Checklist, marking items as appropriate.<br><br> |
| 20. | Select all the items on the checklist that can be completed. If the case has all of the documentation needed, certify the checklist as complete by marking all appropriate items, which generates a work task to an SEC for eligibility review.<br>**Note:** The process cannot continue until the checklist is certified, unless a decision is made to override the checklist and forward the re-determination to the State for denial. |
| 21. | If a checklist override has been identified, complete the bottom section of the checklist, providing the reason if necessary. An override can only be completed when:<br>✓ the Client failed to return required verification; OR<br>✓ the Client has withdrawn, OR<br>✓ the determination is made, based on verification data that the re-determination will clearly be denied and the re-determination is forwarded without collecting the remaining verification data.<br><br> |
| 22. | Click *Home* in the upper right corner.<br><br><br>The WFMS displays the User Home page. |
| 23. | Click the *Hoosier Healthwise Re-determination* task.<br>The WFMS displays the Task Home page. |

| Step | Process a Hoosier Healthwise Re-determination |
|---|---|
| 24. | Under the Options cluster, click *Close Task*.   |

### 3.7.7 Documents

If additional documents are identified during the re-determination process, the case remains in open-pending status until the return of requested verifications, or until the due date. If the due date passes or the established threshold is reached based on predetermined timeframes, a work task will be placed in the queue for Workgroup 2.

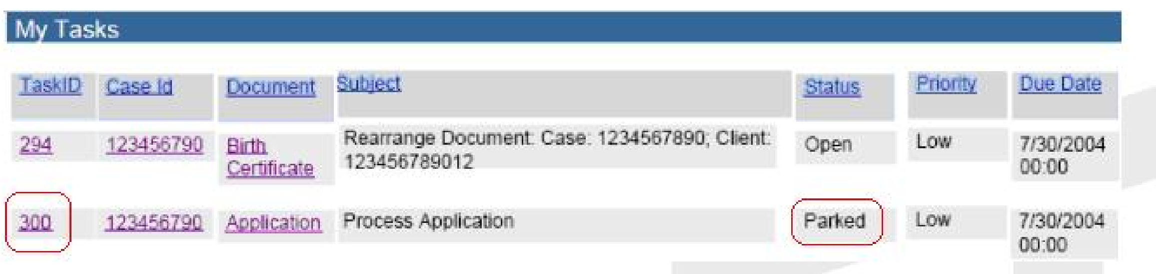
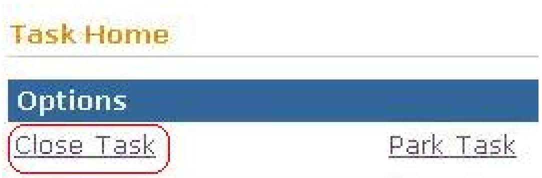
(Refer to Section 3.11.5, Processing Solicited Documents <insert hyperlink>)

### 3.7.8 Parking the Work Task

When processing a re-determination and additional information is needed, it is possible that information may be obtained the same day by contacting the Client or third party. It may also be an issue that can be resolved by contacting a supervisor for further clarification. To retain that work task rather than placing it back in the work queue, the work task is “parked” as explained in the following sections.

(Refer to Section 3.11.1, Creating, Parking, Forwarding, Getting, and Opening Tasks <insert hyperlink>)

### 3.7.8.1 Unable to Resolve Parked Task

| Step | Unable to Resolve Parked Task |
|---|---|
| 1. | Throughout the day, review parked tasks from your Task Home page.<br> |
| 2. | If unable to resolve the issue, generate a notice (Refer to Section 3.11.4, Sending Notices <insert hyperlink>) to the Client or third party, as appropriate. |
| 3. | Create a case note in ICES documenting all attempts to resolve the issue. |
| 4. | Return to the appropriate step of the re-determination flow, OR if sending the notice is the last item needed, click *Home* in the upper right corner.<br><br>The WFMS displays the User Home page. |
| 5. | Click the *Task Number* for the task with a Parked Status.<br><br>The WFMS displays the Task Home page. |
| 6. | Under the Options cluster, click *Close Task*.<br> |

## 3.7.9 Forward/Make Referral to Different Workgroup

During the processing of a re-determination there may be a need to involve other workgroups. In those cases, the eligibility specialist in Workgroup 2 must create the task and document the need for the task to be forwarded to another workgroup.

The other workgroup may be able to complete their task concurrently with Workgroup 2, with both workgroups working on the case at the same time, such as Workgroup 4 conducting an Asset/Trust Review.

There may also be work done independently with the outcome of another workgroup not affecting the continued processing of the case by Workgroup 2, such as a Benefit Recovery Referral to Workgroup 5.

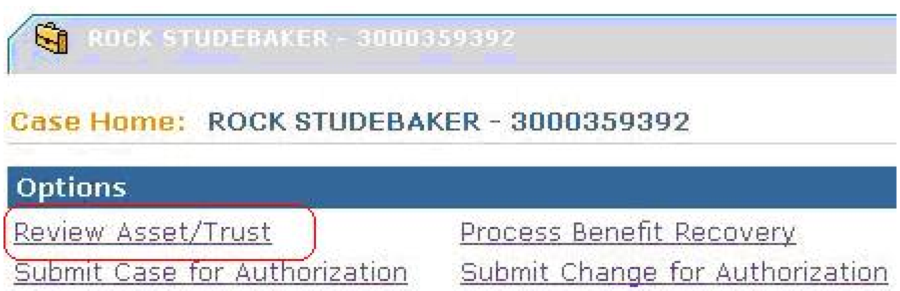
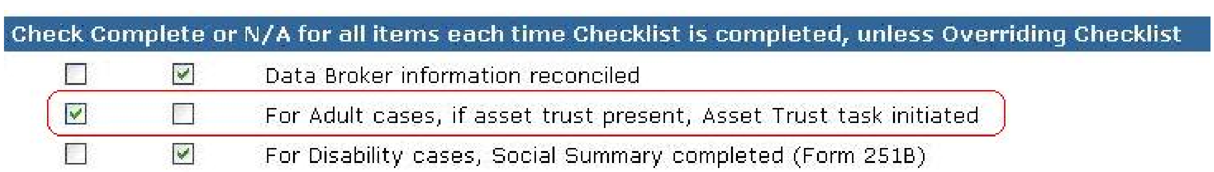
If a change is reported during the Data Gathering, WG2 should proceed with processing it. However, it is possible that the change will come in and go directly to WG3 and be processed concurrently. While processing a case, review dates, using care to only update with the most recent information.

(Refer to Section 3.11.1, Creating, Parking, Forwarding, Getting, and Opening Tasks <insert hyperlink>)

#### 3.7.9.1 Asset/Trust Review Required

During the review of the re-determination, the need for an Asset/Trust Review is identified. Typically Asset/Trust Data Collection Reviews are completed for those applying for Adult Medicaid coverage, but there may be instances where applications for other programs might require such a review. (Refer to Section 3.9, Asset Trust Review, Independent Resource Assessment, and Medicare Catastrophic Coverage Act <insert hyperlink>)

***Note:*** *This occurs at Step 18 of* Section 3.7.3, Processing a Re-determination <insert hyperlink>.

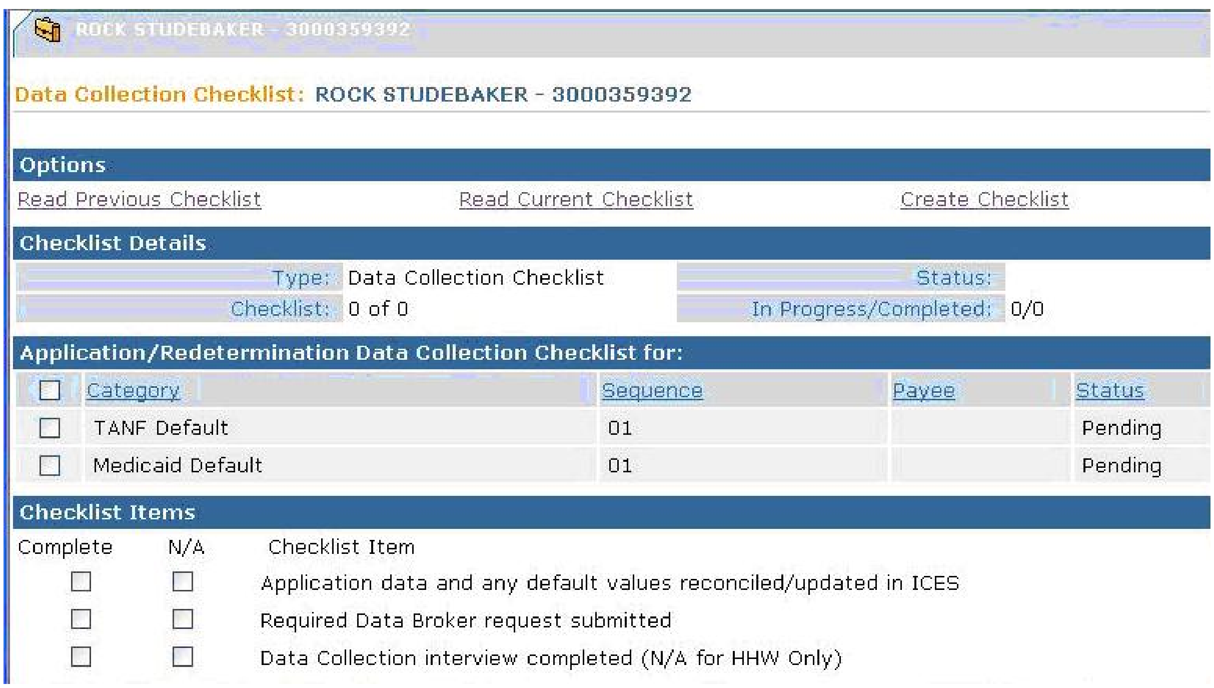
| Step | Asset/Trust Review Required |
|---|---|
| 1. | In the WFMS, click the *Review Asset/Trust* link from the Case Home page.<br><br><br>Review the Asset/Trust Notes |
| 2. | Mark the Data Collection Checklist as requiring an Asset/Trust Review.<br><br><br>This generates a task to WG4 to process the Asset/Trust Review. |

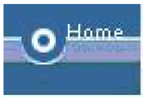
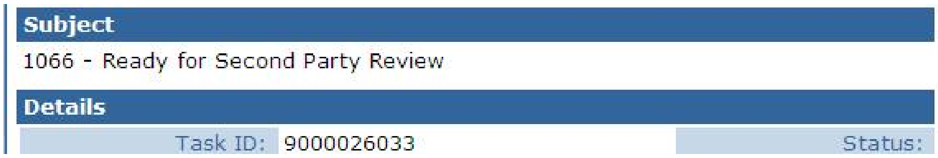
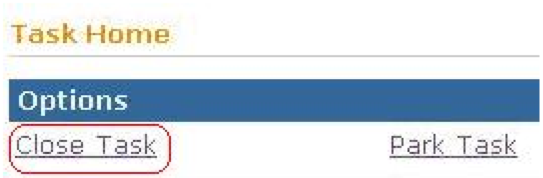
| Step | Asset/Trust Review Required |
|---|---|
| 3. | A task is generated for Workgroup 4 to complete the Asset/Trust review. The re-determination may not be sent for eligibility review until the Asset/Trust Review process is completed. |
| 4. | Update ICES case notes that an Asset/Trust Review has been requested. |
| 5. | Continue to process the re-determination from Step 19 of 3.7.3.1 concurrently with the Asset/Trust Review being conducted by the Asset/Trust Review workgroup. |

### 3.7.9.2 Second Party Review (SPR)

For selected adult related Medicaid re-determinations (Disability, Aged, and/or Blind), the completion of the checklist will generate a work task for the Second Party Review to be completed by Workgroup 11.

Refer to Section 3.5, Processing an Application, WG11 Second Party Review <insert hyperlink>.

| Step | Second Party Review |
|---|---|
| 1. | A case designated for Second Party Review will be forwarded to the Second Party Review Workgroup 11 when the case has been completed but prior to state review. |
| 2. | Upon completion of the Data Collection Checklist, a task is generated in the WFMS and sent to Workgroup 11.<br> |
| 3. | The case will pend until the SPR is completed. (Refer to Section 3.5, Processing an Application WI, WG11 Second Party Review <insert hyperlink>) |

| Step | Second Party Review |
|---|---|
| 4. | After certifying a checklist is complete, click *Home* in the upper right corner.   The WFMS displays the User Home page. |
| 5. | Click the *Task Name* with the Open Status.   The WFMS displays the Task Home page. |
| 6. | Under the Options cluster, click *Close Task*.   |

### 3.7.9.3 Initiate Benefit Recovery/Suspected Fraud Referrals

During a review of the re-determination, information that potentially caused an overpayment or underpayment of benefits to the Client is discovered. Reasons this may occur include but are not limited to: a Client failed to report a change timely, the Coalition or State failed to act on a reported change timely, or there was an error in computation of the Client's benefits.

***Note:*** *This occurs at Step 24 of* Section 3.7.3, Processing a Re-determination <insert hyperlink>.

#### 3.7.9.3.1 Initiate Benefit Overpayment Referral

(Refer to Section 3.10, Process Benefit Recovery WI <insert hyperlink>)

#### 3.7.9.3.2 Initiate Benefit Underpayment Referral

(Refer to Section 3.10, Process Benefit Recovery WI <insert hyperlink>)

#### 3.7.9.3.3 Initiate Suspected Fraud Referral

(Refer to Section 3.10, Process Benefit Recovery WI <insert hyperlink>)

## 3.7.10 Re-determination Returned by State

A State Eligibility Consultant (SEC) gets a State Review and Eligibility Determination work task item and determines that additional work should be performed prior to determining eligibility. The SEC enters the reason for returning the task in case notes, and returns the work task.

***Note:*** *This work task is routed to the Coach's queue, and is NOT viewed by an ES, ESA or EA unless the coach forwards it to a different queue.*

<table>
<tr><th>Step</th><th>Re-determination Returned by State</th></tr>
<tr><td>1.</td><td>From the User Home page, under the My Tasks heading, view and click the Task Name Returned by State.<br>
<br>The WFMS displays the Task Home page.</td></tr>
<tr><td>2.</td><td>View the Task Instructions.<br>
<br>Review case notes and resolve issues.</td></tr>
<tr><td>3.</td><td>Click Case Reference page link displayed under the Supporting Information heading.<br>
<br>The WFMS displays the Case Home page.</td></tr>
<tr><td>4.</td><td>In ICES, view CLRC notes to assess the outstanding issues with the case.</td></tr>
<tr><td>5.</td><td>Resolve the outstanding issues, contacting the SEC who returned the case (if needed).</td></tr>
<tr><td>6.</td><td>Press PF4 in ICES to enter case notes into CLRC. Document all actions taken on the case.<br>Refer to Section 4.4, Documentation Guidelines <insert hyperlink>.<br>
<br>Note: If you are no longer in the case in ICES, access CLRC by entering the Case Number in the PARMS.<br>
</td></tr>
</table>

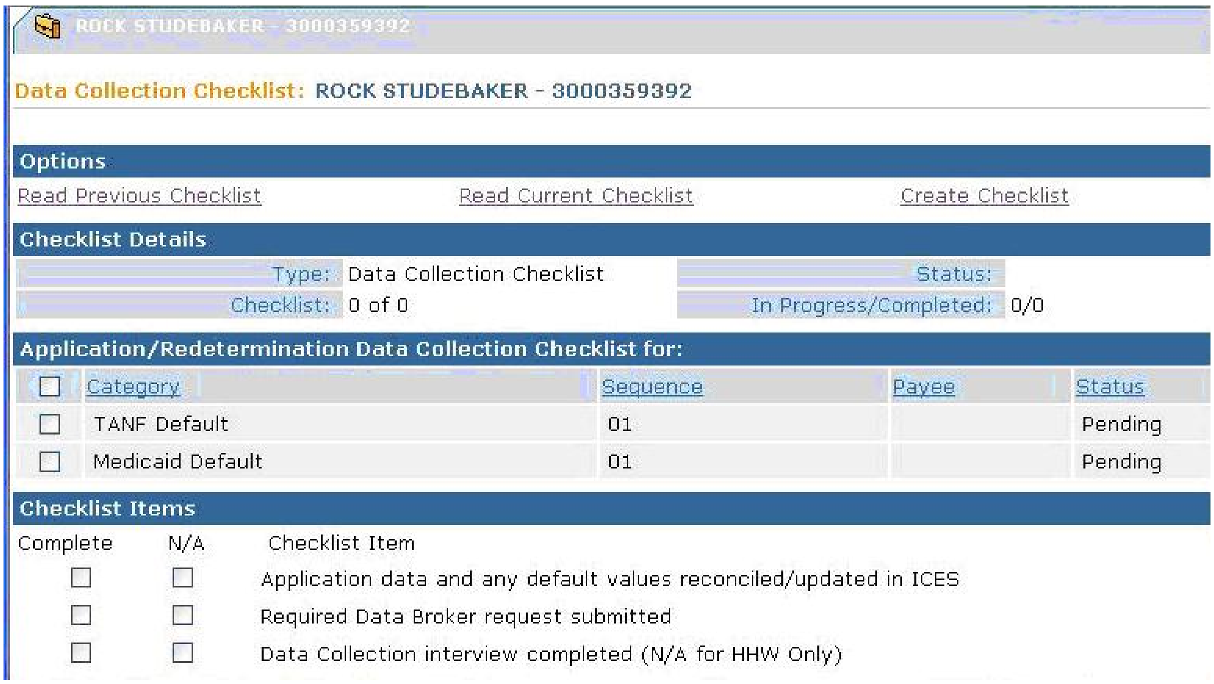
<table>
<tr><th>Step</th><th>Re-determination Returned by State</th></tr>
<tr><td>7.</td><td>

Click *Data Collection Checklist* in the WFMS left Navigation bar.


The WFMS displays the Data Collection Checklist.

</td></tr>
<tr><td>8.</td><td>

Review the Data Collection Checklist, marking items as appropriate.




**Note:** Completion of the checklist will create back to the SEC.

</td></tr>
<tr><td>9.</td><td>

Click *Home* in the upper right corner.


The WFMS displays the User Home page.

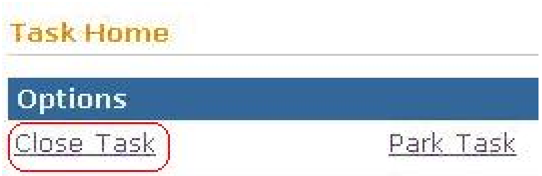
</td></tr>
<tr><td>10.</td><td>

Click the *Returned by State* task.

The WFMS displays the Task Home page.

</td></tr>
<tr><td>11.</td><td>

Under the Options cluster, click *Close Task*.




</td></tr>
</table>

### 3.7.11 Potentially Duplicate Re-determination

There will be instances where the Client mails in more than one re-determination summary form or a second form is submitted at a local Help Center and forwarded to the Document Center. One example of when this may occur is if the Client has requested a copy locally or through the Call Center, submits it at the Help Center or faxes it, and also mails in the original packet via mail to the Document Center.

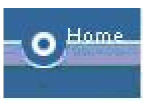
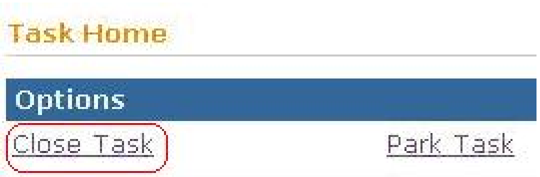
When a re-determination summary form is received, the WFMS determines that the form may be a duplicate of another pending re-determination in system. If so, it creates a Potentially Duplicate Re-determination work task that is forwarded to an Eligibility Associate or Specialist in Workgroup 2.

**Note:** This task may also be manually created by an EA in WG1 who is reviewing the form.

The work task links the potentially duplicate re-determination to the original re-determination. The Eligibility Associate/Specialist must determine whether the two re-determinations are exact duplicates, whether each re-determination is for programs already active, or if they need to be processed as separate re-determinations.

#### 3.7.11.1 Processing a Duplicate Re-determination Received for an Existing Active Case

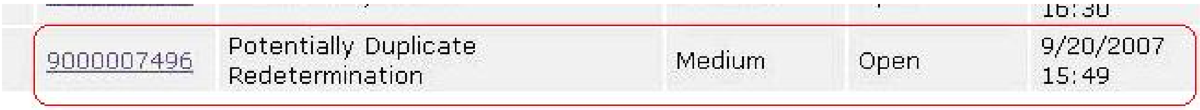
| Step | Process a Duplicate Re-determination Received for an Existing Active Case |
|---|---|
| 1. | From the User Home page, under the My Tasks heading, view and click the *Potentially Duplicate Re-determination* task.   The WFMS displays the Task Home page. |
| 2. | View the Task Instructions.   Review the application or re-determination. Check the WFMS and ICES for any case notes related to this case. Search to see if there is a match to any other pending or open application or re-determination. If there is a match and the duplicate hasn't been registered link it to the original application or re-determination. If the duplicate has been registered link it to the original and send to FSSA to dispose of in ICES. |
| 3. | Click *Case Reference* page link displayed under the Supporting Information heading.   The WFMS displays the Case Home page. |
| 4. | The system displays the duplicate re-determination, along with the Case Number of the possible match. |

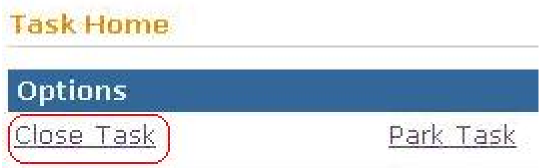
| Step | Process a Duplicate Re-determination Received for an Existing Active Case |
|---|---|
| 5. | ✓ Determine whether the submitted re-determination is for a program already active in ICES for the same household.<br>✓ A duplicate re-determination is for the same programs involving the same household members.<br>✓ If the Client requests additional programs, it is not considered a duplicate, but instead a request to add-a-program. |
| 6. | Choose the re-determination with the earliest file date and create a case note indicating the other re-determination is a duplicate.<br>**Note:** If the 2nd re-determination had been registered in ICES, a manual work task must be sent to an SEC, noting it is an exact duplicate, and the 2nd re-determination must be denied as a duplicate. |
| 7. | Change the status of the application to Submitted Re-determination. The system will prompt user to search for the correct case to link it to. |
| 8. | Search for the correct case and select it, which links the new application/re-determination to the current case. |
| 9. | Click *Home* in the upper right corner.<br><br>The WFMS displays the User Home page. |
| 10. | Click the *Potentially Duplicate Re-determination* task.<br>The WFMS displays the Task Home page. |
| 11. | Under the Options cluster, click *Close Task*.<br> |

### 3.7.11.2 Processing a System-Flagged Duplicate Re-determination as Separate Re-determinations

Multiple Clients living together have one case, and must go through re-determination at the same time. If they physically separate into two distinct households, and it is determined that the re-determinations submitted are actually two separate cases, proceed as follows:

| Step | Process a System-Flagged Duplicate Re-determination as Separate Re-determinations |
|---|---|

| Step | Process a System-Flagged Duplicate Re-determination as Separate Re-determinations |
|---|---|
| 1. | From the User Home page, under the My Tasks heading, view and click the *Potentially Duplicate Re-determination* task.<br><br>The WFMS displays the Task Home page. |
| 2. | View the Task Instructions.<br><br>✓ Review the application or re-determination.<br>✓ Check the WFMS and ICES for any case notes related to this case.<br>✓ Search to see if there is a match to any other pending or open application or re-determination.<br>✓ If there is a match and the duplicate hasn't been registered link it to the original application or re-determination.<br>✓ If the duplicate has been registered link it to the original and send to FSSA to dispose of in ICES. |
| 3. | Click *Case Reference* page link displayed under the Supporting Information heading.<br><br>The WFMS displays the Case Home page. |
| 4. | The system displays the duplicate re-determination, along with the Case Number of the possible match. |
| 5. | Review the re-determinations and conclude they should be processed separately. |
| 6. | Register and file clear the new re-determination through ARAD, update case notes to explain the situation in each case. |
| 7. | Schedule an appointment (Section 4.10, Scheduling Instructions and Rules Table <insert hyperlink>) for the separated case. (The original re-determination should already have an appointment scheduled.) |
| 8. | Click *Home* in the upper right corner.<br><br>The WFMS displays the User Home page. |
| 9. | Click the *Potentially Duplicate Re-determination* task. The WFMS displays the Task Home page. |

| Step | Process a System-Flagged Duplicate Re-determination as Separate Re-determinations |
|---|---|
| 10. | Under the Options cluster, click *Close Task*.   |

### 3.7.12 Unreadable Image

(Refer to 3.11.2, Document Management <insert hyperlink>)

*Note:* ***Special Programs*** *- Work instructions for processing re-determinations by Workgroup 9 on all Special Programs that require review are maintained in Section 3.8 Special Programs <insert hyperlink> as outlined below:*

*3.8.1 Medicaid Burial Assistance Request Work Instructions <insert hyperlink>*

*3.8.2 Children's Special Health Care Services Request <insert hyperlink>*

*3.8.3 Room and Board Assistance and ARCH <insert hyperlink>*

*3.8.4 Refugee Cash Assistance and Refugee Medicaid Assistance Request <insert hyperlink>*